

# YOUNG CARERS POLICY

Young carer's policy statement of: The Avenues Nursery with Kids Club

At the Avenues Nursery with Kids Club we are committed to supporting young carers to access education.

This policy aims to ensure young carers at our nursery and kids club are identified and offered appropriate support to access the education to which they are entitled.

Written on 18<sup>th</sup> February 2016

Review date: 24<sup>th</sup> February 2017

**Next review: February 2018**

## **Definition:**

A young carer is a child or young person who is helping to look after someone at home.

Most are caring for a parent, commonly in a single parent family, but some may be taking responsibilities for a sibling, grandparent or other relative.

In some instances a young carer may care for more than one family member.

The person they look after will have one or more of:

- Physical disability
- Learning disability
- Mental health problem
- Chronic illness
- Substance misuse problems

## **Caring tasks:**

A young carer will take on additional responsibilities to those appropriate to their age and development. A young carer might be providing the main care or share responsibilities with another family member. The caring tasks that a young carer has to deal with can range from:

- Nursing care, giving medication, injections, changing dressings.
- Assisting with mobility.
- Personal intimate care - washing, dressing, feeding and helping with toilet requirements.
- Emotional care - being compliant, monitoring the emotional state of the person through depression and trying to cheer them up.
- Domestic care - doing a substantial amount of housework, cooking, shopping, cleaning, laundry etc.
- Financial care - running the household, bill paying, benefit collection etc.
- Child care - taking responsibilities for younger siblings.

## **POSSIBLE EFFECT ON EDUCATION:**

The Avenues Nursery with Kids Club acknowledges that there are likely to be young carers amongst its kids club children, and that being a young carer can have an adverse effect on a young person's education.

Because of their responsibilities at home, a young carer might experience some of the following which may be observed while the child is attending the kids club:

- Concentration problems, anxiety or worry
- Emotional distress
- Tiredness whilst at the kids club
- Physical problems such as back pain from lifting
- False signs of maturity, because of assuming adult
- Behavioural problems (taking out their anger or frustration)
- Limited social skills
- Bullying
- Feeling that no one understands and that no support is available
- Low self esteem

It also might be difficult to engage their parents (due to fears about child being taken in to care, fears about their condition being misunderstood or their parenting skills being called in to question.)

### **SUPPORT OFFERED:**

The Avenues Nursery with kids club acknowledges that young carers may need extra support to ensure they have equal access to education. Through this policy, we are giving the message that education is important to young carers and we can give support where needed.

The designated link worker for our young carers is Jackie Chadwick, who will liaise with relevant colleagues and other relevant agencies with the consent of the young carer and their family. In addition to this, Joanne McCrainor will be the deputy link worker.

The Avenues Nursery with kids club will provide young carers with:

- Opportunities to talk to someone in private and not to discuss their situation in front of their peers.
- Understanding that sometimes a young carer may not want to discuss their situation until the time is right for them.
- Respect and sensitivity to their role and their family.
- Confidentiality at all times
- Support and access to other services as appropriate and necessary.
- Acknowledgement of child protection procedures with regard to any young carer being at significant risk of harm as a result of their caring duties.
- Opportunities to meet as a group with fellow young carers to discuss how they feel and understand that they are not alone.
- Opportunities for discussion and learning in all areas of the curriculum to facilitate fuller understanding, acceptance of and respect for, the issues surrounding illness, disability and caring.

# Transition Policy

The Avenues Nursery with Kids Club recognises that children experience many transitions in their early years and the Nursery/Kids club staff are sensitive to the difficulties children may have whilst going through these transitions.

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

- Starting Nursery/Kids Club
- Moving between different rooms within the Nursery
- Changing Key Worker
- Starting school or moving Nurseries
- Family breakdowns
- Moving home
- Death of a family member
- Death of a family pet.

Staff are trained to observe their key children and as such will be sensitive to any changes in their behaviour and personality. Staff will respectfully seek information from parents if changes in children's behaviour or personality are noticed.

This policy outlines the different procedures and support that is offered to children and families to support transition.

Written on 27<sup>th</sup> May 2014

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**Next review date: February 2018**

## **STARTING NURSERY/KIDS CLUB:**

The Avenues Nursery with Kids Club recognises that starting nursery or kids club may be difficult especially to those who have not attended a nursery/kids club before.

We aim to:

- Provide an opportunity for parents and children to look around the nursery/kids club and meet the staff and to discuss what is provided.
- Offer trial sessions prior to their start date to enable children and parents time to become familiar with the nursery/kids club and the routines in place.
- Assign a key worker before the child attends a trial setting so that they can introduce themselves to the child and parents. These are flexible and can be changed if the child forms a bond with another member of staff.

## **SUPPORTING TRANSITIONS IN NURSERY/KIDS CLUB:**

The Avenues Nursery with Kids Club will support all children with any transition they may be encountering.

If the child is due to move rooms due to age and stage of development we will work with the parents to ensure that this is a seamless procedure in which the child is fully supported at all stages.

We aim to:

- Provide trial sessions in their new room prior to the permanent move to enable them to feel comfortable in their new surroundings.
- Wherever possible groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know.
- Parents will be kept informed of visits and the outcomes of these sessions through diary entries.
- If a child requires more support this will be discussed between the key worker, parent, manager and the room leader of the new room.
- If the child's key worker is to be changed due to staff changes e.g. maternity leave then a new key worker will be assigned. Children will be talked to and prepared for the changes and a letter will be sent home to parents informing them of these changes.

## **STARTING SCHOOL:**

Starting school is a huge transition and the nursery will do all it can to facilitate a smooth move.

We have a variety of methods that support this:

- The nursery will provide a variety of resources that relate to school, e.g., story books, role play etc.
- The nursery will invite school representatives into the Nursery to introduce them to the children.
- The Key Worker will initiate conversation with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues enabling these to be overcome.
- The nursery will ensure that a 'transition to school' document is produced on each child starting school to enable teachers to have a good understanding of each child received. This will include their interests, strengths and level of understanding and development in key areas.

## **FAMILY BREAKDOWNS:**

When parents separate it is a difficult situation for all concerned. We will support the child to talk openly about any concerns or worries they may have and we will feed this back to the parents to enable support to be given at home and nursery/ kids club.

Where difficulties arise from the family breakdown we aim to:

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery/ kids club.
- Comply with any details of court orders where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file.

- Provide information on the child's progress within the nursery to both parents wherever requested.
- Invite both parents to nursery events, including parental evenings/workshops.
- Ensure that all matters known by staff pertaining to the family and the parent's separation shall remain confidential.
- Ensure that no member of staff takes sides within the separation and treats both parents equally and with due respect.

The nursery/kids club cannot restrict access to any parent with parental responsibility unless a formal court order is in place.

We will respectfully ask parents to ensure that we are informed of:

- All information relating to parental responsibilities, court orders and injunctions.
- Any changes to personal details e.g. contact number, address if passed on as soon as possible.

Staff/managers will provide an opportunity for an informal discussion with parents if requested. These discussions will take place away from the child and all information will be kept confidential on a need to know basis.

### **MOVING HOME AND NEW SIBLINGS:**

These are normally two events that parents will have advanced notice of, and we ask that parents let the nursery/kids club know about these events so that we can support the child to be ready for this.

Time will be spent with the child talking about the changes and providing activities that may help the child to act out any worries they have. E.g. through role play, stories and discussions.

### **BEREAVEMENT:**

The Avenues Nursery with Kids Club understands this can be a difficult time for children and family members.

Full support from staff and managers will be offered to family members and children at this difficult time.

The child's key worker will allow the child to talk about their thoughts and ideas and will provide discussion times to come to terms with loss.

# WHISTLEBLOWING POLICY

Whistleblowing policy statement of: The Avenues Nursery with Kids Club

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Employees are often the first to realise that there may be something seriously wrong within their setting. However, they may not express growing concerns because they feel that speaking up would be disloyal to their colleagues. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may be just suspicion of malpractice and wrongdoing at work.

The Avenues nursery with kid's club is committed to the highest possible standards of openness, probity and accountability. In line with this commitment, we encourage employees and others with genuine concerns about any person linked with the setting and or others e.g. parents/carers to come forward and voice those concerns.

This policy document makes it clear that employees, parents/carers and others can do so without fear of reprisals. The whistleblowing policy is intended to encourage and enable employees and others to raise such concerns within the nursery/kid's club that overlook the problem.

The procedure allows employees, parents/carers and outside agencies to raise concerns about the management/staff of The Avenues nursery with kid's club.

## **AIM AND SCOPE OF POLICY:**

This policy aims to:

Provide avenues for you to raise genuine concerns and receive feedback on any action taken;

Allow you to take the matter further if you are dissatisfied with the outcome or response;

Reassure you that steps will be taken to protect you from reprisals or victimisation for whistleblowing in good faith.

This policy is intended to cover genuine concerns that fall outside the scope of other procedures.

Concern may be about something that:

- Is against the policies and procedures of The Avenues nursery with kid's club.
- Falls below established standards of practice.
- Amounts to improper conduct.
- Is a health and safety risk, including risks to the public as well as children, other colleagues, parents/carers and others.
- Contradicts The Avenues nursery code of conduct.
- Contributes to a safeguarding risk involving children in the care of The Avenues nursery with kid's club.

## **HARRASSMENT OR VICTIMISATION:**

The Avenues nursery with kids club recognises that the decision to report a concern can be a difficult one to make, not least because of the fear of reprisal. The Avenues nursery with kid's cub will not tolerate harassment or victimisation and will take action to protect you when you raise a concern in good faith.

## **CONFIDENTIALITY:**

The Avenues nursery with kids club will do its best to protect your identity when you raise a concern. However, it must be appreciated that, in the interest of natural justice, any investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

## **ANONYMOUS ALLEGATIONS:**

You are strongly encouraged to put your name to any allegation. Concerns expressed anonymously are much less powerful. Anonymous allegations will be considered and any action taken at the discretion of The Avenues nursery with kid's club and in conjunction with the relevant agencies where appropriate. In exercising this discretion, the following factors will be taken into account when considering how to deal with allegations:

- The seriousness of the issues raised.
- The credibility of the allegation.
- The likelihood of confirming the allegation from attributable sources.

## **MALICIOUS OR VEXATIOUS ALLEGATIONS -STAFF**

If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you make a malicious or vexatious allegation, disciplinary actions may be taken against you in accordance with The Avenues nursery with kids club procedures.

## **HOW TO RAISE A CONCERN (FOR EMPLOYEES):**

As a first step, you should normally raise concerns with your room supervisor. This depends, however, on the seriousness and sensitivity of the issues involved and who you think may be involved in the malpractice. For example, if you believe that your room supervisor is involved, you should approach management. With specific regard to safeguarding issues, that may involve a member of staff, you should initially consult with the child protection officers or the managers. If you suspect they or the managers may be related to the issue you should contact relevant LADO using the contact numbers found within the play rooms for the Social Services Referrals Department for advice and assistance.

Concerns are better raised in writing. You are advised to set out background and history of your concern, giving names, dates and places where possible, and the reason why you are particularly concerned about the situation.

The earlier you express your concern, the easier it is for The Avenues nursery, social services or the relevant child protection officers attached to the setting to take action.

Although you are not expected to prove the truth of an allegation, you will need to demonstrate to the person contacted that there are sufficient grounds for initial enquiries to be made.

## **HOW THE AVENUES NURSERY WITH KIDS CLUB WILL RESPOND:**

The action taken by The Avenues nursery will depend on the nature of the concern. The matters raised may:

- Be investigated internally.
- Be referred to the police.
- Be investigated by OFSTED.

Allegations referred directly to the child protection officer or social services will be dealt with in accordance with the policies and procedures. Any person who is the subject of an allegation should, at the appropriate times be given details of the allegation in order to respond.

In order to protect individuals, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations that fall within the scope of specific procedures e.g. safeguarding or discrimination issues will normally be referred for consideration under those procedures.

Some concerns may be resolved by agreed action without the need for an investigation.

The following process will be followed in the event of complaints:

- The Avenues nursery with kids club will ensure that a letter is sent to confirm the receipt of the complaint.
- The complaint will then be fully investigated and within 5 days of when the complaint was first received the Avenues nursery with kids club endeavour to investigate all complaints in a non-discriminatory manner.
- A letter will be sent detailing how the Avenues nursery with kids club has dealt with the complaint.

## **HOW THE MATTER CAN BE TAKEN FURTHER:**

If the complaint has not been dealt with in a manner which is satisfactory to the employee, parent/carer or others involved can contact OFSTED directly at the following address.

**Early years OFSTED**

**Royal exchange building**

**St Ann's square**

**Manchester**

**M2 7LA**

**TEL: 03001231231**

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

By registering a formal complaint with OFSTED an officer in most cases will be sent to the nursery/kids club to carry out further investigation.

If applicable, a report would then be sent with action points.

The following whistleblowing help line is available for employees if further advice and guidance is required:

TEL: 0800 0280285 Mondays to Fridays 8am until 8pm.

# UNCOLLECTED CHILDREN POLICY

Uncollected children policy statement for: **The Avenues Nursery with Kids Club.**

In the event that a child is not collected by an authorised adult at the end of the session/day, the Avenues Nursery with Kids Club will put into practice the agreed procedures.

These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

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.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

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**Next review: February 2018**

## Procedures:

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our enrolment form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names, addresses 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.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted.
- On occasions when the parents or the persons normally authorised to collect the child are not able to collect the child, they should provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child by allocating passwords.
- If parents are unable to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- In the event that children are not collected from the setting by an authorised adult within 30 minutes after the setting has closed and the staff can no longer

supervise the child on our premises we will apply our child protection procedures as set out in our safeguarding children policy.

If a child is not collected at the end of the session/day we will follow the following procedures:

- We will contact parents/carers using all contact numbers provided. Two members of staff must be present.
- If this is unsuccessful we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the enrolment form.
- All reasonable attempts are made to contact the parents or nominated carers. Contact numbers will be retried frequently.
- The child does not leave the premises with any unauthorised person even if the collection is late, unless an authorised person telephones to state that because of emergency a different person is collecting. A password and description of the person must be given so that practitioners can ensure that the child is released into the care of the authorised person.
- If no one collects the child after 30 minutes and there is no one who can be contacted to collect the child, the police and the emergency duty team will be contacted. (01482 788080)
- The child stays at the nursery in the care of two fully vetted members of staff until the child is safely collected either by the parents or by a social worker.
- A full written report of the incident is recorded in the child's file.

The nursery/kids club operates a late pick up charge of £5 for every 5 minutes late.

It is important to remember in this situation to provide reassurance to the child and let your family know that you are ok.

# SPECIAL EDUCATIONAL NEEDS POLICY.

Special Educational Needs Policy Statement of: **AVENUES NURSERY AND KIDS CLUB.**

This policy represents the agreed principles for Special Educational Needs throughout the Nursery and Kids Club.

The policy is written in conjunction with:

- The SEND code of practice (2014)
- The SEN Code of Practice (2001)
- The Disability Discrimination Act (1995)
- The Disability Discrimination Act (2005)

The Special Needs Code of Practice states that:

Children with 'Special Educational Needs' (SEND) have a learning difficulty or disability which calls for special educational provision to be made for him or her. Children and young people who have SEN may also have a disability under the Equality Act 2010. Where a child or young person is covered by SEN and disability legislation, reasonable adjustments and access arrangements should be considered as part of SEN planning and review.

The Disability Discrimination Act specifies two main duties, which are:

1. Not to treat a child with disabilities less favourably
2. To make reasonable adjustments for people with disabilities.

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Review date: 17<sup>th</sup> February 2015

Review date: 31<sup>st</sup> March 2016

Review date: 24<sup>th</sup> February 2017 - changed SEN to SEND and IEP's to TSP

**Next review: March 2017**

## **Aims and Objectives:**

- To promote an inclusive environment where all children are encouraged to reach their true potential and build firm basis for lifelong learning.
- To provide a broad and balanced curriculum that is accessible to all children and recognises their individual needs.
- To work in partnership with parents and other professionals to monitor individual progress and plan future targets.
- To keep up to date with current initiatives and attend training on Special Educational Needs wherever possible.

## **SENCO**

Our Special Educational Needs Co-ordinators (SENCO) are:

**CHRIS PROCTOR & TRACIE EMMERSON**

Chris has a level 3 Childcare qualification and Tracie holds Early Years Professional Status.

### Role of the SENCO:

- To provide support and advice for children and their families, and work in partnership with the team, to ensure that all children considered having additional needs are involved in all aspects of nursery life.
- To be familiar with the SEND code of practice and to offer advice and support as and when needed.
- To liaise with and work alongside outside agencies and key professionals as necessary.
- To attend regular training courses and to be aware of the training needs of other adults working within the setting.
- To ensure that up to date records of children with SEND are made and that these are monitored regularly.
- To ensure that records are made accessible to parents, key staff and professionals working with the child.

Each practitioner has the responsibility for identifying children who are thought to have specific needs. The importance of early identification, assessment and provision is recognised and all practitioners that work with any child are involved in the approach to meeting the needs of each individual child.

As children in the setting are continually observed in order to monitor their progress, practitioners will quickly become aware of any difficulties which children are experiencing within their general development. Data reviews and action plans will highlight those children who are behind expected stage of development and can seek advice from SENCO as to any further intervention that may be needed.

### **Admissions Policy:**

The Avenues Nursery with Kids Club provide the opportunity for both parents and children to come for visits prior to starting the nursery/kids club and to discuss ways in which the nursery/kids club can meet the child's individual needs.

We recognise and value the needs of all children and are therefore keen to ensure that all individuals have the opportunity to become an integral part of nursery/kids club life. We aim to consider both staffing levels and the physical environment to ensure that we are able to support the child to the best of our ability. We are eager to provide for the needs of the child and will endeavour to acquire specialist toys and equipment whenever possible.

### **Working with Parents:**

The Avenues Nursery with Kids Club recognised that a good working relationship with parents is paramount to the education and development of every child. We encourage an active partnership through ongoing dialogue with parents in our support for children with SEND. After all, they know their child the best.

Practitioners should ensure that all parents are made aware that their child's individual file is available to discuss at any time, and that any concerns are discussed in a private discussion at a mutually convenient time.

For children with SEND, practitioners should ensure that information and strategies are discussed appropriately and that parents understand what has been discussed. Practitioners should arrange termly meetings with parents to review the progress of their child against the targets set in the Targeted Support Plan (TSP) or Individual Health Plan (IHP) and to set new targets for the next term.

### **Individual Plans and the Common Assessment Framework:**

When difficulties become apparent, practitioners will record their concerns and share these with the SENCO, who will advise on an appropriate course of action. This could mean further monitoring through observation and collecting further information. Parents will be informed of our concerns and will be invited to offer their input, so we can all work together to support the child.

We are required to inform the senior effectiveness officer/access and inclusion officer of any child that we are concerned about, 'looked after' children, or children who have English as an additional language and will seek advice where necessary as to how we can best support the children and their families.

In conjunction with the parents, the key person and the SENCO will devise a TSP which will identify short and long term targets to be achieved by the child. This will also provide information as to how the practitioners will provide additional help using resources and methods to meet the needs of the child.

If the child is still making little or no progress with the additional support which has been put in place, or if the practitioners feel that the child would benefit from specialist support, the SENCO will consult with the parents before seeking external support from outside agencies such as, the Educational Psychologist or Speech Therapist (SALT) A new TSP will be devised and reviewed termly or earlier by all agencies involved with the child.

We may be asked to carry out or contribute to a Common Assessment Framework (CAF) on a child to assess their needs.

The CAF is a key part of delivering front-line services that are integrated and focused around the needs of children and young people.

The CAF is a standardised approach to conducting an assessment of a child's additional needs and deciding how those needs should be met.

The CAF will promote more effective, earlier identification of additional needs, particularly in universal services.

It is intended to provide a simple process for a holistic assessment of a child's needs and strengths, taking into account of the role of the parents, careers and environmental factors of their development.

Practitioners will then be better placed to agree, with the child and the family, about what support is appropriate.

The CAF will also help to improve integrated working by promoting co-ordinated service provision.

### **Complaints procedure:**

If any parents or practitioners have any complaints about the provisions for children with additional needs they should report it to the key worker, the deputy manager or managers of the nursery.

We take all complaints seriously and respond to them within 7 days.

Every effort will be made to resolve the complaint.

We record all complaints and they are made available to parents, OFSTED and any other agencies we work with if necessary.

Our complaints procedure is displayed in the nursery and we notify OFSTED of all complaints.

# SHARED CARE POLICY

The Avenues Nursery with Kids club recognises that children come into contact with many different health and educational settings within the early years of their lives including nurseries, childminders and health visitors.

This may be due to family work commitments, nursery spaces and also any health needs.

Therefore, we aim to make positive links with all agencies and setting involved in the care and education of the children within our care.

This policy outlines the procedures to follow to ensure that information is shared confidentially and appropriately with settings and agencies involved with each child.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 31<sup>st</sup> February 2016

Review date: 24<sup>th</sup> February 2017 - added information regarding other professionals and agencies involved with the child/family.

**Next review: February 2018**

## **Enrolment forms:**

All children who attend the nursery are asked to complete an enrolment form before commencing.

Enrolment forms provide an opportunity for parents to inform the nursery of any other settings that their child may attend and any other professionals/agencies Practitioners must keep record of this information for their reference.

Enrolment forms to be updated annually to ensure that information is correct and up to date.

## **Contacting other settings/agencies:**

Here at The Avenues Nursery we recognise that children behave in different ways in different social situations as well as in different environments, therefore developing positive links with other setting that the children attends are vital in order to develop a wider picture of the child's skills, knowledge and abilities.

When a child first attends the nursery, practitioners must ensure that they check enrolment details for information on other settings currently attending or those attended in the past. Initial links must be made with other settings to introduce themselves and to agree on ways in which they will share information on the child as and when appropriate (see attached). For children who have left another nursery to attend The Avenues Nursery, practitioners must first ask the child's parents if they were given any observations or assessments to pass on to next setting, if this is yes then parents must be asked to bring this into nursery to be stored in the child's individual folder for reference. If no, then the previous setting must be contacted to request this information.

Practitioners must use this information as well as their own assessments to complete developmental overviews and to plan appropriate learning experiences for the child.

Practitioners must also check to see if any other professionals/agencies are involved with the child/family. E.g. SALT for children with speech and language delays.

Links must then be made to ensure that practitioners are fully aware of the child's needs and any strategies to put into place.

Permission must be gained from parents to contact other settings, professionals and agencies.

### **Termly progress reports:**

At the end of each term, practitioners must ensure that they collect all information gained within The Avenues Nursery as well as observations and assessments from other settings attending before completing a developmental overview for the child. Practitioners must use a shared care termly review form when contacting other setting. (see attached)

Termly reviews must be shared with the child's parents to ensure that their knowledge of their child's learning and development is also included when assessing the child's stage of development.

### **Links with schools:**

As the Early Years Foundation Stage covers all children from 0-5 years it will be necessary for practitioners to continue this while the child is attending the kids club. This will include gathering information on the child linked to the seven areas of learning and passing this information onto the school at the end of each term. Practitioners should use the shared care termly review form as stated above.

# RECRUITMENT AND SELECTION POLICY.

Recruitment and selection policy statement of: **The Avenues Nursery with Kids Club.**

The Avenues Nursery with Kids Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff, volunteers and students to share in this commitment.

Safeguarding and promoting the welfare of children is an integral factor in recruitment and selecting and is an essential part of creating safe environments for children. This policy sets out recruitment and selection procedures of both permanent and voluntary staff to ensure that this process is conducted in a fair, effective and economic manner.

Written 24<sup>th</sup> February 2017

**Next review: February 2018**

## **AIMS AND OBJECTIVES**

To set out the minimum requirements of a recruitment process that will:

- Attract and select the best possible applicants to vacancies
- Deter, identify and reject prospective applicants who are unsuitable for work with children or young people
- Meet statutory requirements of the Equality Act 2010
- Treat all applicants fairly and clearly.
- To ensure that the safeguarding and welfare of children takes place at each stage of the recruitment process

## **PRINCIPLES**

The following principles are encompassed in this policy:

- All applicants will receive fair treatment
- The job description and person specification are essential tools and will be used throughout the process
- Employees will be recruited on the knowledge, experience and skills needed for the job
- Selection will be carried out by the managing staff
- Selection will be based on a completed application form and interview
- In line with the Disability Discrimination Act the nursery will make reasonable adjustments to its recruitment process if an applicant makes us aware they have a disability.

## **RECRUITMENT AND SELECTION PROCEDURES**

At The Avenues Nursery with Kids Club we are vigilant in our recruitment procedures.

We follow this procedure every time we recruit a new staff member to our team.

### **Identification of recruiting panel**

- We have a minimum of two people on our recruiting panel. The same two people are involved in every step of the process.
- At least one member of the panel will have attended training in safe recruitment procedures.

## **Advertising**

- We use the local newspapers and websites to advertise our jobs.
- All our adverts include a 'recruitment and selection policy statement' which gives details of our equal opportunities policy and safe recruitment procedures. For example: "The Avenues Nursery with Kids Club is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All applicants are subject to a satisfactory enhanced check by the Disclosure and Barring Service (previously the Criminal Records Bureau) and at least two independent references".

## **Job application pack / recruitment materials**

Any person enquiring about the post will be supplied with a job application pack which as a minimum, will include:

- Job description and person specification
- An application form / An outline of the selection process
- A copy of our recruitment and selection policy

All applicants must complete, in full, an application form. CV's will not be accepted.

## **Short-listing**

- We shortlist all candidates against the person specification for the post.
- We ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.
- We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of their marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation.

## **Interview stage**

Interviews will always be face to face.

A minimum of two people will sit on the interview panel. Both will be involved in the overall decision making.

At the interview, each candidate will be required to prove their identity against photo ID (for example a passport, birth certificate or driving licence) and also produce documents to prove they are eligible to work in the UK.

At the interview, candidates will be questioned using the same set criteria and same questions. The questions will be formulated from the essential criteria listed in the person specification and specific areas of childcare.

Candidates will always be required

- To explain satisfactorily any gaps in employment
- To explain satisfactorily any anomalies or discrepancies in the information available
- To declare any information that is likely to appear on a DBS disclosure
- To demonstrate their capacity to safeguard and protect the welfare of children and young people

Each shortlisted candidate will be asked to take part in a practical exercise which will involve spending time in the nursery interacting with the children, staff and

where appropriate, the parents and completing an observation on a child using Tapestry online journals.

The interview panel will then select the most suitable person for this position based on this procedure and their knowledge and understanding of the early year's framework as well as the needs of the nursery

Each candidate will receive communication from the nursery stating whether they have been successful or not.

### **Employment checks**

The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences.

Referees will be sought directly from the referee. References or testimonials provided by the candidate will never be accepted.

Referees will always be asked specific questions about

- The candidate's suitability for working with children and young people
- Any disciplinary warnings, including time expired warnings that relate to the safeguarding of children
- The candidate's suitability for the new post

The successful candidate will be subject to an enhanced DBS check (Disclosure and Barring Service) previously known as a CRB check (Criminal Records Bureau) prior to starting work.

The new employee, both volunteers and paid staff, will not have **unsupervised** access to any children in the setting before the DBS check comes back and a decision is made about that person's suitability. In addition, they will not take photographs of children, will not have access to any child's records and learning & development information and will not change the nappy of any child.

All qualifications will be checked against actual certificates and copies taken for their personnel files.

### **Induction**

For all new staff, a clearly written and structured induction programme is in place.

The induction plan sets out what new staff members will cover before beginning work and throughout introduced to key staff, policies and procedures.

# PHYSICAL INTERVENTION POLICY

Physical intervention policy statement of: The Avenues Nursery with Kids Club

Policy written on 15<sup>th</sup> October 2015

Review date: 24<sup>th</sup> February 2017

Next review: February 2018

## **WHEN PHYSICAL INTERVENTION MAY BE APPROPRIATE:**

Physical intervention is very rarely used in the nursery/kids club.

Most incidents of challenging behaviour can be managed by talking to the children, calming them down and diffusing the situation.

However on exceptional occasions it may be necessary for adult physical intervention for the following reasons:

- When there is immediate danger of personal injury to the child.
- When there is immediate danger of injury to another person.
- To avoid damage to property.
- When a child is behaving in a way to cause serious disruption to other children.

## **WHAT DO WE MEAN BY PHYSICAL INTERVENTION?**

Physical intervention by staff can take several forms. It could include:

- Physically interposing oneself between children.
- Blocking a child's path.
- Leading a child by the hand.
- Holding, pulling, and removing shoes if child has kicked or attempted to kick person or equipment.
- Place child in a time out room or other restricted space with an adult supervising.

## **HOW IS PHYSICAL INTERVENTION RECORDED?**

All incidents of physical intervention are recorded on a physical intervention report form (attached).

The form must be filled in within 24 hours of the incident.

Parents/carers will be informed on the day if their child is involved in an incident and they will have the opportunity to talk to their key worker/managers and if necessary be shown what physical intervention was used on their child.

## **COMPLAINTS:**

Any complaints from a parent/carer will be dealt with in accordance with the nurseries/kids club complaints policy.

# PARENT INVOLVEMENT POLICY

Parental involvement policy statement of: **The Avenues Nursery with Kids Club.**

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 30<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 - added use of Tapestry into the policy and parental encouragement to send photographs, video clips and observations to our email address.

**Next review: March 2017**

At The Avenues Nursery with Kids Club we believe that children benefit most from nursery education and care when parents and the nursery are working together in partnership. Parents are a child's first and most enduring educators and when parents and early year's settings work together it has a positive impact on a child's development and learning.

We welcome all parents into the setting and encourage their involvement within nursery life to enable each child to individually flourish.

We believe in caring professional relationships and respect and acknowledge the feelings of the children and their families.

All practitioners must:

- Support parents as their children's first and most important educators.
- Involve parents in the life of the nursery and their children's education.
- Provide a welcoming environment with approachable staff to encourage effective communication.

We implement the early year's foundation stage framework to encourage positive relationships and parents as partners in our daily practice. Parents are provided with a 'parents' guide to the EYFS' which discusses all areas of the EYFS and the roles of the nursery and the parents in supporting the learning and development of young children.

Avenues Nursery with Kids Club operate an open door policy and are committed to ongoing dialogue with parents to improve our knowledge of their children's needs and to support their families in ways such as access to written information including parent notice boards, emails, newsletters, policies and procedures.

Through this we inform all parents about how the nursery is run and welcome any involvement and input into these from parents. We encourage parents to take part within the continuous improvement of the nursery and how the nursery is run by offering questionnaires relating to the nursery and their children's care.

We inform all parents on a regular basis about their children's progress through daily communication with parents and key persons, home/nursery journals and sharing observations gathered within the nursery at the end of each term.

We involve parents in the shared record keeping about their children either formally or informally and ensure parents have access to their children's written records.

Children's individual files are available to parents at all time and observations gathered each term by the child's keyworker is shared with parents at the end of the term either by inviting parents in to view observations on Tapestry online learning journals or exploring children's observations and printing them/emailing them to the parents.

We aim to add parents onto Tapestry by summer time 2017 so that parents will have access to their child's learning journal from home.

Parents are encouraged to share news regarding their child's home life through key worker interactions and also via home/nursery journals and use of WOW moments and parent observation sheets which can be found in document holders outside of the pre-school and prep rooms.

Parents are encouraged to send photographs and video clips to our email address to share with the children.

Parents are made aware of our complaints procedures and the appropriate steps to take if concerns arise.

Key workers and managers are available to discuss any concerns a parent may have.

We believe all communication is important and this includes gesture, signing and body language, as actions can speak louder than words, anyone showing signs of abusive or negative communication may be asked to leave the setting.

We work in partnership with parents and other agencies in meeting individual children's needs.

# No Smoking Policy.

No smoking policy statement of: **AVENUES NURSERY AND KIDS CLUB**

The Avenues Nursery with Kids Club believes that the health and wellbeing of children, parents, practitioners and visitors is a matter of paramount importance.

Smoking has proved to be a health risk and therefore in accordance with current legislation, the nursery operated a strict no smoking policy within the building and grounds. This includes the use of E-cigarettes and vaping in the nursery building and grounds.

Parents are respectfully required to abstain from smoking whilst on the premises both inside the building and within the grounds.

This rule also applies to staff, students, carers, visitors etc.

Practitioners who do smoke must do so more than 1 hour before coming in contact with children and parents and must ensure that they change their clothing and brush their teeth to prevent the smell of smoke from lingering on their bodies.

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles and aim to provide a safe, healthy environment for children to play and grow.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 30<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 - prohibition of e-cigarettes and vaping included to policy

**Next review: February 2018**

# **MEDICATION POLICY AND PROCEDURES.**

Medication Policy Statement of: **AVENUES NURSERY AND KIDS CLUB**

The safety of children in our care is paramount and it is the intention of this policy to comply with the Welfare Requirements stipulated and monitored by Ofsted.

As a child care provider, we come across many different kinds of illness in the nursery.

We have an obligation to all the children and members of staff to minimise illness and infection.

To that effect, we reserve the right to send a child home if we feel it would be detrimental to the child, or other children in the nursery if they stayed.

While it is not the policy of the Avenues Nursery and Kids Club to care for sick children who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from illness.

Our medication aims are:

- To ensure that medication is necessary for the child's health and well-being before administering it to the child.
- To ensure that parental consent is obtained for all medication administered within the nursery.
- To ensure that all practitioners are competent and have received all relevant training before administering medication.
- To review and revise this policy as necessary at regular intervals.

Written on 27<sup>th</sup> May 2014

Review Date: 17<sup>th</sup> February 2015

Review Date: 30<sup>th</sup> March 2016

Review Date: 23<sup>rd</sup> February 2017

**Next Review: March 2018**

# LOST CHILDREN POLICY

Lost children policy statement of:

**The Avenues Nursery and Kids Club**

There are a limited number of situations where a child could be lost and these are:

- Where a child wanders off on an outing.
- Where a child escapes from the garden.
- Where a child is taken from the nursery by an unauthorised adult.

We aim at all times to keep children safe and secure whether on nursery/Kids club premises or on supervised visits.

We take all reasonable precautions to ensure the safety of the children in our care. In the event that a child goes missing from the nursery/kids club, or when on an outing we shall follow the procedures as outlined in this policy.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017

**Review date: February 2018**

If it is noticed that a child is missing from the nursery/kids club this is the procedure to follow:

- All staff within the group must be notified and told to keep calm so not to upset the other children in their care.
- The remaining children should be safely grouped with adequate staff so that other staff members can search for the missing child.
- If the child is located a member of staff should check that he/she is not injured.
- The nursery manager must inform the child's parent as soon as possible and record the conversation on a lost child form. Parent/carer to sign the form when they collect the child on that day.
- The nursery/kids club manager will then complete a risk assessment of the incident on that day.
- The nursery/kids club manager will inform Ofsted by phone as soon as possible and also in writing within 24 hours.
- If the child is not located after a first initial search the police must be contacted. This conversation will be recorded on the lost child form.
- Parent/carers to be contacted after telephoning the police and the situation explained.
- The nursery/kids club manager will continue to document the incident on the lost child form.

- Once the child has been found Ofsted will be informed on the telephone and also in writing.
- A risk assessment will be completed by the manager to ensure this does not happen again.
- Following the incident, statements must be taken from all staff working in the group from which the child went missing. This should be done on the same day.

After the incident a staff meeting will take place to review the policy and to inform staff of any changes recommended by Ofsted.

All parents/carers will be notified in writing of the incident and told about any changes or new procedures.

If a child goes missing on a visit, the remaining group must position themselves at the exits to watch for the missing child.

The nursery/kids club manager must be contacted immediately.

Once the child has been found the nursery/kids club manager must follow the procedures as discussed in this policy.

The Avenues Nursery with Kids Club has a password system in place to ensure that all children are collected by an authorised person.

Parents must ensure that enrolment forms have the name and contact number of all authorised people who are allowed to collect their child.

On occasions when someone else is collecting their child who is not on the child's enrolment form then a description of the person should be given with the addition of a password for the person to give to the staff before allowing the child into their care.

All practitioners should greet unauthorised or unrecognised people at the door. Do not allow access until you are positive that they are authorised to be in the building.

In the event that a child is released into the care of unauthorised persons then the police should be notified immediately. The nursery/kids club manager must then contact the child's parents to inform them of the situation.

The incident must then be recorded on a lost child form and Ofsted should be notified as soon as possible by telephone and also in writing.

Practitioners must ensure that head count forms are completed and checked at regular periods throughout the day to ensure that all children are present and accounted for.

Registers must be taken outside when the children are accessing the outside play area and practitioners must ensure that all children are accounted for on entering and leaving the garden.

# The Avenues Nursery with Kids Club

## LADO Policy and Procedures

WRITTEN ON 8<sup>TH</sup> FEBRUARY 2017

REVIEW DATE - FEBRUARY 2018

### 1 - INTRODUCTION AND CRITERIA:

All allegations of harm towards children by those who work with children must be taken seriously. Allegations against any person who works with children whether in a paid or unpaid capacity, can cover a wide range of circumstances, including their personal life.

This procedure should be applied when there is such an allegation or concern that a person who works with children has:

- Behaved in a way that has harmed a child, or may have harmed a child.
- Possibly committed a criminal offence against or related to a child.
- Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children (including children both in and outside of the workplace)

These behaviours should be considered within the context of the four categories of abuse (i.e. physical, sexual and emotional abuse and neglect) These include concerns relating to inappropriate relationships between members of staff and children or young people, for example:

- Having a sexual relationship with a child under the age of 18 if in a position of trust in respect of that child, even if consensual (see ss16-19 sexual offences act 2003)
- 'Grooming', i.e. meeting a child under 16 with intent to commit a relevant offence (see s15 sexual offences act 2003)
- Other 'grooming' behaviour giving rise to concerns of a broader child protection nature (e.g. inappropriate text/email messages or images, gifts, socialising etc.)
- Possession of indecent photographs/pseudo-photographs of children.

Allegations of historical abuse should be responded to in the same way as contemporary concerns. In such cases, it is important to find out whether the person against who the allegation is made is still working with children and if so, to inform the Local Authority Designated Officer (LADO) who will communicate with the person's current employer or voluntary organisation and/or refer their family for assessment.

All references in this document to staff or member of staff should be interpreted as meaning all paid or unpaid staff/professionals and volunteers, access to an establishment where children are present.

## 2 - ROLES AND RESPONSIBILITIES:

Working Together to Safeguard Children (2015) states:

County level and unitary local authorities should ensure that allegations against people who work with children are not dealt with in isolation. Any action necessary to address corresponding welfare concerns in relation to the child or children involved should be taken without delay and in a coordinated manner. Local authorities should in addition, have designated a particular officer, or team of officers (either as part of multi-agency arrangements or otherwise), to be involved in the management and oversight of allegations against people that work with children. Any such officer, or team of officers, should be sufficiently qualified and experienced to be able to fulfil this role effectively, for example qualified social workers. Any new appointments to such a role other than current or former designated officers moving between local authorities, should be qualified social workers. Arrangements should be put in place to ensure that any allegations about those who work with children are passed to the designated officer, or team of officers, without delay.

Local authorities should put in place arrangements to provide advice and guidance on how to deal with allegations against people who work with children to employers and voluntary organisations. Local authorities should also ensure that there are appropriate arrangements in place to effectively liaise with the police and other agencies to monitor the progress of cases and ensure that they are dealt with as quickly as possible, consistent with a thorough and fair process.

The Local Authority should appoint a Local Authority Designated Officer (LADO) who is responsible for:

- Ensuring effective inter-agency procedures are in place.
- Monitoring and evaluating the effectiveness of these procedures.
- Liaison with the police and other agencies.
- Providing advice and guidance to employers and voluntary organisations.
- Monitoring the progress of cases ensuring they are dealt with as quickly as possible and are consistent with a thorough and fair process, and
- Providing advice and guidance to employers in relation to making referrals to the Disclosure and Barring Service (DBS) and regulatory bodies such as Ofsted, the General Medical Council (GMC) etc.

Each organisation that recruits, contracts, employs people and facilitates volunteers who work with children should identify a named Designated Senior Officer who is responsible for:

- Ensuring their organisation deals with allegations in accordance with this procedure
- Resolving any associated inter-agency issues, and
- Liaising with the LADO on the subject of allegations against professionals

A deputy should also be appointed to act in the Designated Senior Officer's absence or if they are the subject of the allegation

**The Avenues Nursery with Kids Clubs Designated Senior Officer is:**

Lisa Billany

**And the deputy Designated Senior Officer is:**

Ashleigh Chadwick

A Police Detective Inspector within the Protecting Vulnerable People Unit will:

- Have strategic oversight of the local police arrangements for managing allegations against staff and volunteers.
- Liaise with the LADO following an allegation
- Ensure compliance with these procedures.

The Police should designate appropriately ranked officers to:

- Liaise with the LADO on specific allegations
- Take part in Strategy Discussions/Meetings
- Review the progress of cases in which there is a police investigation
- Share information as appropriate on completion of an investigation or related prosecution

### **3 - INITIAL RESPONSE TO AN ALLEGATION OR CONCERN**

An allegation against a member of staff may arise from a number of sources (e.g. a report from a child, a concern raised by another adult in the organisation, or a complaint by a parent/carer). It may also arise in the context of the member of staff and their life outside work or at home

#### ***Initial action by person receiving or identifying an allegation or concern***

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should:

- Make a contemporaneous written report of the information (where possible in the child/adult's own words) including the time, date and place of incident/s, persons present and what was said.
- Sign and date the written record
- Immediately report the matter to the Designated Senior Officer, or the deputy in their absence or, where the Designated Senior Officer is the subject of the allegation, report to the deputy or other appropriate senior manager, and
- Ensure that the matter is reported to the LADO

They should not:

- Investigate or ask leading questions if seeking clarification
- Make assumptions or offer alternative explanations
- Promise confidentiality, but give assurance that the information will only be shared on a 'need to know' basis.

### ***Initial action by the Designated Senior Officer***

When informed of a concern or allegation, the Designated Senior Officer should not investigate the matter or interview the member of staff, child concerned or potential witnesses.

They should make a record of the information about the child and/or member of staff, any decisions made, and the reason for those decisions.

The Designated Senior Officer should report the allegation to LADO and discuss in relation to the agreed threshold criteria in Section 1, introduction and criteria within **1 working day**. Referrals should not be delayed in order to gather information and a failure to report an allegation or concern in accordance with procedures is a potential disciplinary matter.

If an allegation requires immediate attention, but is received outside normal office hours, the Designated Senior Officer should consult the Children's Social Care immediate Help Service or local Police and inform the LADO as soon as possible.

If the Police or Children's Social Care receive an allegation, they should, without delay, report it to the LADO.

### ***Initial considerations by the Designated Senior Officer and the LADO***

There are up to three strands in the consideration of an allegation:

- A Police investigation of a possible criminal offence
- Children's Social Care enquires and/or assessment about whether a child is in need of protection or services
- Consideration by an employer of disciplinary or other internal actions.

The LADO and the Designated Senior Officer should consider first whether further details are needed and whether there is evidence or information to establish the context.

Where a child is directly involved (e.g. not cases of alleged abuse images), if the allegation is not demonstrably false and there is cause to suspect that a child is suffering or is likely to suffer Significant Harm, the LADO should refer to the relevant Children's Social Care Service and ask them to convene a Strategy Discussion/Meeting:

- If a child is not believed to have suffered, or to be likely to suffer significant harm the LADO should conduct this discussion with the Police, the Designated Senior Officer and any other agencies involved to evaluate the allegation and decide how it should be dealt with.
- This evaluation discussion should take place within **1 working day** and must consider how to take matters forward in a criminal process parallel with a disciplinary process or whether any disciplinary action will need to await the completion of the Police enquiries and/or prosecution. The progress should

be reviewed by the Police no later than 4 weeks after the initial evaluation meeting and thereafter at fortnightly or monthly intervals.

### ***Strategy Meeting/discussion or professional meeting***

Wherever possible, a strategy meeting/discussion should take the form of a meeting. Where there is no Section 47 enquiry or Police investigation on-going, the meeting convened may be referred to as a Professional's Meeting as it is held to share information and assists with the evaluation of this in relation to the person's employment.

The strategy meeting or professional's meeting should ensure that the points detailed in the Agenda for Strategy or Professional's Meeting held under Hull Safeguarding Children Board procedures regarding an allegation or concern about the suitability of professionals or volunteers who work with children or foster carers are covered.

A final strategy meeting should be held to ensure that all tasks have been completed, including any referrals to the Disclosure and Barring Service (DBS) if appropriate and, where appropriate, agree an action plan for future practice based on lessons learnt.

The strategy meeting should take in to account the following definitions when determining the outcome of allegation investigations and ensure that all agencies record this consistently:

- Substantiated. There is sufficient identifiable evidence to prove the allegation
- False. There is sufficient evidence to disprove the allegation
- Malicious. There is sufficient evidence to disprove the allegation and there has been a deliberate act to deceive
- Unsubstantiated. This is not the same as a false allegation. It means that there is insufficient evidence to either prove or disprove the allegation, the term therefore does not imply guilt or innocence

### ***Allegations against staff in their personal lives or which occur in the community.***

If an allegation or concern arises about a member of staff outside of their work with children, and this may present a risk of harm to children for whom the member of staff is responsible, the general principles outlined in these procedures will still apply.

If the member of staff lives in a different authority area to that which covers their workplace, liaison should take place between the relevant agencies in both areas and a join strategy meeting/discussion or professional's meeting should be held.

In some cases, an allegation of abuse against someone closely associated with a member of staff (e.g. partner, member of the family or other household member) may present a risk of harm to children for whom the member of staff is

responsible. In these circumstances, a strategy or professional's meeting/discussion should be held to consider:

- The ability and/or willingness of the member of staff to adequately protect the children.
- Whether measures need to be put in place to ensure their protection.
- Whether the employment role of the member of staff is compromised.

#### **4 -GENERAL CONSIDERATIONS RELATING TO ALLEGATIONS AGAINST STAFF**

##### ***Persons to be notified***

If an allegation arises within the workplace, the employer must inform the LADO within **1 working day** and prior to any further investigation taking place. Likewise, the LADO will liaise with the employer within **1 working day** in the event of referrals from other sources, such as allegations regarding internet related offences.

In most circumstances, parents or carers of the children concerned should be informed of the allegation but the LADO will advise the employer whether doing this will impede any investigative processes. If a child is injured and requires medical treatment, the parent's must be told straight away.

The parents/carers and the child should be helped understand the processes involved and be kept informed about the progress of the case and of the outcome. This may include the outcome of any disciplinary process, but not the content of any internal process. Guidance should always be sought from the organisation's Human Resources Department.

Subject to restrictions on the information that can be shared, the employer should, as soon as possible, inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome (e.g. disciplinary action and dismissal or referral to the Disclosure and Barring service (DBS) or regulatory body)

DO ensure that the subject of the allegation is:

- Treated fairly and honestly and helped to understand the concerns expressed and processes involved.
- Kept informed of any progress and outcome of any investigation and the implications for any disciplinary or related process as far as is possible subject to the restrictions within any Police investigations
- Offered support in line with the organisations Human Resources Policies and Procedures.

Ofsted should be informed of any allegation or concern made against a member of staff in any day care establishment for children under the age of 8 or against a registered childminder. They should be invited to attend any strategy meeting regarding a childminder or, in the case of other day care agencies where the

allegation is against the manager or owner or there are wider concerns about management practice linked to the allegation.

### ***Confidentiality.***

Every effort should be made to maintain confidentiality and guard against publicity while an allegation is being investigated or considered. In accordance with National Police Chiefs' Council guidance, the police will not normally provide any information to the press or media that might identify an individual who is under investigation, unless or until the person is charged with a criminal offence. (If exceptional circumstances apply to depart from this rule, the reasons should be documented and partner agencies consulted beforehand.) Media implications should be considered in Strategy Meetings/Discussions and reported to the Hull Safeguarding Children's Board Manager. Under Section 13 of the Education Act 2011 there are restrictions on the publication of any information that would identify a teacher who is the subject of an allegation of misconduct that would constitute a criminal offence where the alleged victim of the offence is a registered pupil at the school.

Such restrictions remain in place unless or until the teacher is charged with a criminal offence, though they may be dispensed with on the application to the Magistrates Court by any person, if the court is satisfied that it is in the interests of justice to do so, having regard to the welfare of:

- A - the person who is the subject of the allegations, and
- B - the victim of the offence to which the allegation relates.

There is a right of appeal to the Crown Court.

### ***Support***

**Children and their families/carers** should be supported, helped to understand the process and kept informed of the result of enquiries, disciplinary process and outcomes.

**The accused person(s)** should be offered support by their employing agency including advice on contacting a relevant union or professional organisation, and access to occupational health and employee welfare arrangements where applicable. In the case of foster carer, they should be offered independent fostering support during the course of any investigation.

### ***Suspension***

The possible risk of harm to children posed by an accused person needs to be evaluated and managed, in respect of the child(ren) involved in the allegations and any other children with whom the accused has contact. Only an employer can suspend an employee. Suspension can be recommended but cannot be required by a Local Authority, Police or Children's Social Care. Suspension is not a neutral act and should not be automatic so employers must consider carefully whether the circumstances warrant suspension from contact with children until the allegation is resolved. Suspension should be considered in any cases where:

- There is cause to suspect that a child has suffered or is likely to suffer significant harm

- The allegation warrants investigation by the police
- The allegation is so serious that it might be grounds for dismissal.

If Children's Social Care or Police are to make enquiries or investigate, then LADO should ascertain their assessment of the risks the accused individual may pose. The LADO should also ascertain the views of Children's Social Care and the Police regarding the necessity or the appropriateness of informing the employer or suspending the accused individual.

In the case of foster carers, the fostering agency, together with the placing authority, should risk assess if some or all placements can continue or if the carer's fostering role should go on hold. This should be subject to regular review (please refer to relevant fostering agencies own procedures for details.)

### ***Resignations and 'settlement agreements'***

Every effort should be made to reach a conclusion in all cases even if:

- The individual refuses to cooperate, having been given a full opportunity to answer the allegation and make representations.
- It may not be possible to apply any disciplinary sanctions if a person's period of notice expires before the process is complete.

'Settlement agreements' must not be used (i.e. where a member of staff agrees to reassign providing that disciplinary action is not taken and that a future reference is agreed). A settlement/compromise agreement which prevents the employer from making a DBS referral when the criteria are met for so doing would likely result in a criminal offence being committed for failure to comply with the duty to refer.

### ***Organised abuse***

Investigators should be alert to signs of organised or widespread abuse and/or the involvement of other perpetrators or institutions. They should consider whether the matter should be dealt with in accordance with Complex Abuse Procedures which, if applicable, will take priority.

### ***Whistleblowing***

If a member of staff believes that a reported allegation or concern is not being dealt with appropriately by their organisation, they should report the matter to LADO.

All staff should be made aware of the organisation's whistle-blowing policy and feel confident to voice concerns about the attitude or actions of colleagues.

### ***Timescales***

It is in everyone's interest for cases to be dealt with in a timely matter, fairly and thoroughly and for unnecessary delays to be avoided. The target timescales provided in the flowchart at the end of this chapter are realistic in most cases, but some cases will take longer because of their specific nature or complexity.

For those cases where it is clear immediately that the allegation is unsubstantiated or malicious, they should be resolved **WITHIN 1 WEEK**. Where

the initial consideration determines that the allegation does not involve a possible criminal offence, it will be for the employer to deal with it, although if there are concerns about child protection, the employer should discuss them with the LADO. In such cases, if the nature of the allegation does not require formal disciplinary action, the employer should institute appropriate action **WITHIN 3 WORKING DAYS**. If a disciplinary hearing is required and can be held without further investigation, the hearing should be held within **15 WORKING DAYS**.

## 5 - DISCIPLINARY PROCESS

### *Disciplinary or suitability process and investigations*

The LADO and the Designated Senior Officer should discuss whether disciplinary action is appropriate in all cases where:

- It is clear at the outset or decided by a strategy meeting/discussion that a police investigation or Local Authority Children's Social Care enquiry is not necessary or
- The employee has made an admission of guilt or
- The employer or LADO is informed by the police or the crown prosecution service that a criminal investigation and any subsequent trial is complete or that an investigation is to be closed without charge, or a prosecution discontinued or the person acquitted.

The discussion should consider any potential misconduct or gross misconduct on the part of the member of staff, and take into account:

- Information provided by the police and/or children's social care
- The outcome of any investigation or trial
- The different standard of proof in disciplinary and criminal proceedings.

In the case of self-employed people, supply, contractors and volunteers, normal disciplinary procedures may not apply. In these circumstances, the LADO and employer should act jointly with the relevant agency. If any, in deciding whether to continue to use person's services, or provide future work with children, and if not, whether to make a referral for consideration of barring or other action.

If formal disciplinary action is not required, the employer should institute appropriate action **WITHIN 3 WORKING DAYS**. If a disciplinary hearing is required, and further investigation is not required, it should be held in accordance with the timescales in the employer's human resources procedures.

If further investigation is needed to decide upon disciplinary action, the employer and the LADO should discuss whether the employer has appropriate resources or whether the employer should commission an independent investigation because of the nature and/or complexity of the case and in order to ensure objectivity.

The aim of an investigation is to obtain, as far as possible, a fair, balanced and accurate record in order to consider the appropriateness of disciplinary action and/or the individual's suitability to work with children. Its purpose is not to prove or disprove the allegation. In all circumstances the employer should comply with their own policies for conducting disciplinary or suitability investigations into employees conduct.

If, at any stage, new information emerges that requires a child protection referral, the investigation should be held in abeyance and only resumed if agreed with Local Authority Children's Social Care and the police. Consideration should again be given as to whether suspension is appropriate in light of the new information.

In cases of foster carers, there must be an ad hoc fostering review at the end of an investigation, which is presented to the agency's fostering panel. Termination of approval may be recommended as result of the findings of the investigation or the review.

### ***Sharing information for disciplinary purposes***

Wherever possible, the police and children's social care should, during the course of their investigations and enquiries, obtain consent to provide the employer and/or regulatory body with statements and evidence for disciplinary purposes.

If the police or CPS decide not to charge, or decide to administer a caution, or the person is acquitted, the police should pass all relevant information to the employer without delay.

If the person is convicted, the police should inform the employer and the LADO straight away so that appropriate action can be taken. If an admission is received at an earlier stage of the process this should be shared with the employer via LADO in a timely manner recognising that the employer may be able to conclude their internal process more quickly since there is a lower burden of proof for employers taking action than there is for criminal proceedings.

## **6 - RECORD KEEPING AND MONITORING**

### ***Record keeping***

Employers should keep a clear and comprehensive summary of the case record on a person's confidential personnel file and give a copy to the individual. The record should include details of how the allegation was followed up and resolved, the decisions reached and the action taken. It should be kept at least until the person reaches normal retirement age or for ten years if longer.

The purpose of the record is to:

- Provide accurate information for any future reference
- Provide clarification if future DBS disclosure reveals an allegation that did not result in a prosecution or a conviction.

- Prevent unnecessary re-investigation of the allegation should resurface at a later date.

Any records held should be agreed with the LADO in order to ensure that there are no breaches of confidentiality or sharing of information from other partners which the employer is not entitled to do.

The LADO should keep comprehensive records in order to ensure that each case is being dealt with in a timely manner. The records will also assist the Hull Safeguarding Children's Board to monitor and evaluate the effectiveness of the procedures for managing allegations and provide statistical information to the Department for Education (DfE) as required.

### ***Monitoring progress***

The LADO should provide advice, guidance and support as required - ensuring inquiries are expedited by:

- Monitoring the progress and co-ordinating appropriate review arrangements
- Making arrangements to ensure effective information sharing between parties, and
- Clarifying roles, responsibilities and accountabilities within the process.

Police should set dates to review progress of the case and to consult with the CPS about charging the individual, continuing with the case or closing the investigation.

Designated senior officer should notify the LADO of any significant events e.g. resignation by the accused person, and inform them in writing of the outcome of any disciplinary investigation.

- Indicative timescales which are aimed for are: 80% of cases should be resolved within **1 MONTH**.
- **90% WITHIN 3 MONTHS** (unless there are criminal prosecutions)
- All but the most exceptional cases should be resolved within 12 months.

## **7 - UNSUBSTANTIATED AND FALSE ALLEGATIONS**

Where it is concluded that there is insufficient evidence to substantiate an allegation, minutes of the strategy meeting should evidence consideration of what further action, if any, should be taken.

False allegations are rare and may be a strong indicator of abuse elsewhere which requires further exploration. If an allegation is demonstrably false, the employer, in consultation with the LADO, should consider referring the matter to Children's Social Care to determine whether the child is in need of services, or might have been abused by someone else.

If it is established that an allegation has been deliberately invented, the police should be asked to consider what action may be appropriate.

## **8 - SUBSTANTIATED ALLEGATIONS AND REFERRAL TO THE DBS**

### ***Substantiated allegations***

If an allegation is substantiated and the person is dismissed or the employer ceases to use the person's service or the person resigns or otherwise ceases to provide his/her services, the LADO should discuss with the employer whether a referral should be made to the Disclosure and Barring Service (DBS)

If a referral is to be made, it should be submitted **WITHIN 1 MONTH** of the allegation being substantiated.

### ***Bodies with a legal duty to refer***

The following groups have a legal duty to refer information to the DBS

- Work with children/regulated activity providers (employers and volunteer managers)
- Personnel suppliers
- Groups with a power to refer

### ***Bodies with the power to refer***

The following groups have a power to refer information to the DBS

- Local Authorities (safeguarding role)
- Education and Library Boards
- Keepers of registers e.g. General Medical Council, Nursing and Midwifery Council
- Supervisory authorities e.g. Care Quality Commission, Ofsted

If the person being referred to the DBS is a teacher in England they should also be referred to the National College for Teaching and Leadership.

The LADO should also advise the employer on making referrals to professional bodies or regulators for example, the General Medical Council, or Nursing and Midwifery Council. If a referral is appropriate the referral should be made **WITHIN 1 MONTH**.

Where any concerns arise during the course of an investigation about the actions of voluntary organisation which is a registered charity, this should be referred to the Charity Commission for investigation.

Similarly, National Governing Bodies for sport and faith organisations should be notified if there are any lessons learnt and support needed within the local setting concerned.

## **9 - LEARNING LESSONS**

The employer and the LADO should review the circumstances of the case to determine whether there are any improvements to be made to the organisation's procedures or practice.

## **10 - PROCEDURES IN SPECIFIC ORGANISATIONS**

It is recognised that many organisations will have their own procedures in place, some of which may need to take into account particular regulations and guidance (e.g. schools, registered child care providers and fostering agencies.) where organisations do have specific procedures, they should be compatible with these procedures and additionally provide the contact details for:

- The Designated Senior Officer whom all allegations should be reported.
- The person to whom all allegations should be reported in the absence of the Designated Senior Officer or where that person is the subject of the allegation
- The LADO

# Intercom and front door safety.

Here at the Avenues Nursery we aim to provide a safe environment for all children, parents, staff and visitors.

When the intercom is buzzed all practitioners must make sure that the prep door is opened and the identity of parent/visitor is checked and greeted on entering the nursery.

If practitioners do not recognise the visitor, please make sure they are greeted at the door and if the visitor requires access into the nursery please ask them politely to wait in the porch while the manager is called.

All visitors to the nursery must be signed in and their ID checked to ensure that the safety of the children and staff is upheld.

All staff must ensure that the door is closed and locked at all times and are encouraged to remind parents not to allow access to the nursery to people they do not know.

**DO NOT ALLOW ACCESS TO UNKNOWN VISITORS UNTIL JACKIE OR JOANNE COMES TO THE DOOR.**

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 – no changes made

# HEALTH AND SAFETY POLICY AND PROCEDURE.

Health and Safety Policy Statement of:

**AVENUES NURSERY AND KIDS CLUB.**

The Avenues Nursery with Kids Club believes that the health and safety of children, parents and nursery practitioners is a matter of paramount importance.

The Avenues Nursery has developed procedures and safe practices to ensure children`s health and safety is maintained, promoted and prevent the spread of infection.

Nursery practitioners are committed to providing a safe, healthy environment where children can learn and develop.

Practitioners work closely with parents and health care professionals to ensure all children access nursery facilities safely.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 30<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 (updated staff responsible for pre-school)

**Next review date: February 2018**

## **Our Health and Safety Aims are:**

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with practitioners and parents on matters affecting health and safety.
- To provide and maintain safe environments and resources.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for practitioners and parents.
- To ensure all practitioners are competent to do their tasks, and to provide appropriate training as and when required.
- To prevent accidents and cases of work-related ill health.
- To maintain a safe and healthy working environment.
- To review and revise this policy as necessary at regular intervals.

## **Responsibilities.**

Overall and final responsibility for health and safety is that of:  
Ms Jackie Chadwick & Mrs Joanne McCrainor.

To ensure health and safety standards are maintained/improved, the following people have responsibility in the following areas:

Lisa Billany/Chris Proctor Baby Room  
Zara Grant /Zoe Stephenson Toddler Room  
Becca Snow/Lyndsay Brown Prep Room  
Chelsea Thompson/Ashleigh Chadwick Pre-school Room  
Paul Metcalfe/Chris Sainty Kids Club Room

All key workers are responsible for the Health and Safety within their own rooms, any concerns please report to:

Ms Jackie Chadwick & Mrs Joanne McCrainor

All practitioners must:

- Co-ordinate with supervisors and managers on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety.
- Take responsible care for their own health and safety.
- Report all health and safety concerns to an appropriate person.

# Head lice.

Head lice policy and procedures statement of:

**The Avenues Nursery with Kids Club.**

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017

**Review date: February 2018**

In order to ensure that health and well being needs of all children are met the nursery encourages practitioners and parents to be particularly vigilant in combating head lice.

If a practitioner observes head lice on a child during the nursery session the parents/ carers of the child will be informed as soon as possible and advice will be given on how to combat the infestation to prevent discomfort to the child and to prevent the head lice from spreading.

Children do not need to be excluded from the nursery but parents should be actively encouraged to administer the appropriate treatment.

The nursery has a leaflet with information about coping with head lice and eggs. This should be offered to parents as a guide on how to deal with head lice and the most effective ways to combat it.

To help in our combined effort to eliminate head lice, a notice will be placed in the cloakroom and on the room door stating that a case of head lice has been reported on that day.

If problems persist then practitioners must work collaboratively with parents to offer support and guidance until the problem has been resolved.



## The facts about Head Lice Parent information sheet.



### What are head lice?

- Head lice are small wingless insects between 1mm and 3mm long.
- They cannot fly, hop or jump.
- Their claws are specially adapted to allow them to grip to hair.
- They live next to the scalp to keep warm.
- Their eggs are laid at night by adult lice.
- The eggs take 7 to 10 days to hatch.

- They live for up to 40 days.
- They are only found on humans and not animals.

### What do head lice look like?



### Where are head lice found?

- On the heads of children and adults.

### How do you catch head lice?

- From one person with live lice to another by prolonged and close head to head contact.
- A louse needs the warm environment of the scalp to survive therefore they are unlikely to be spread/caught from combs, hats or pillows.

### Signs and symptoms:

- Often none, especially in adults.
- Itching may take two to three months to develop. Itching can also continue for some time after effective treatment.
- Small white egg cases attached to the hair.
- Black powdery deposits on pillows and clothing.
- Live lice may be seen on the individual's head.

### Detection/checking:

- Combing wet, conditioned hair with a fine tooth head lice detection comb once a week. The conditioner helps to immobilise the head lice.
- Only treat if live moving lice are found.

### Treatment:

There are two types of treatment for head lice. Whichever method is chosen, it is important that it is carried out systematically and appropriately.

The two types of treatment are:

1. Insecticidal treatments using lotions or liquids which aim to kill the lice and eggs
2. Combing method ('bug busting') involves systematic combing with a fine tooth detection comb every three to four day which aims to lift out all lice and break the reproductive cycle. Two weeks of systematic treatment should result in the elimination of the head lice and nits

### Head lice and nursery:

If live lice are found in your child's hair whilst at nursery the practitioners will inform you on collection of your child and advice and support will be offered.

If live lice are found by you then you should administer appropriate treatment as soon as possible and inform a member of staff at the nursery.

### Dispelling the myths:

- Lice DO NOT prefer clean short hair.
- A louse with damaged legs CAN lay eggs.
- Head lice CAN NOT fly or jump. Vigorous combing of dry hair may cause a build up of static electricity giving the impression that they can fly/jump.

# **PERSONAL DEVELOPMENT AND TRAINING.**

Personal development and training policy statement for:

**The Avenues Nursery with Kids Club**

Training and personal development is an important aspect in ensuring that all practitioners working with children have the relevant knowledge, skills and the ability to apply these within their work in order to promote all children's learning and development.

Training schedules with dates and times of courses offered by the Local Authority will be displayed within the staff room.

It is our aim that all practitioners working within the nursery/kids club are first aid trained and have relevant safeguarding training.

This will be reviewed annually to ensure that individual needs are met and that practitioners are up to date with training.

**Only 1 member of staff can be released per course, per day.**

If any practitioners are aware of any other training which is available separate to the training schedule which you think is relevant to your role, please speak to Jackie and Joanne who will inquire with the training provider for relevance to the nursery and staff needs.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 30<sup>th</sup> March 2016

Review date: 24<sup>th</sup> February 2017 - no changes made

**Next review: February 2018**

# Avenues Nursery Fire Safety Risk Assessment

Issue Date: 26<sup>th</sup> February 2013

Review date: 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 – updated electrical equipment.

**Next review date: February 2018**

It is the policy of **The Avenues Nursery** to protect all persons including employees, children, parents and any visitors to the nursery from potential injury and damage to their health which may arise from daily activities and routines within the nursery building and its surrounding grounds.

The **managers** will provide and maintain a safe environment, ensure that all equipment is of a high standard, and to provide such information, training and supervision as they need for this purpose.

The **managers** will give a high level of commitment to health and safety and will comply with all statutory requirements.

Introduction:

The Avenues Nursery with Kids Club operates from a three storey semi-detached property with 3 staircases at 139 Princes Avenue, Hull.

The Nursery was established in 1997 and provides care and education for children from the ages of 6 weeks to 12 years of age.

The Nursery is open between 7am until 6pm Monday to Friday and is closed for all Bank Holidays.

Main access to the building is provided by a front door on the ground level.

One exit is available at the rear of the property.

The lower floor is comprised of an entrance hall, three children's rooms, children's toilets with changing facilities for babies, staff toilet, and a reception area for prams, coats and shoes.

Stairs lead from the hall to the first floor. The first floor is comprised of two children's rooms, staff toilet, children's toilets, food preparation area and a manager's office, again stairs lead from the hall way to the second floor.

The second floor is comprised of three children's rooms, children's toilets, staff room and manager's office.

The risk assessment has been prepared by The Avenues Nursery in accordance with The Regulatory Reform (Fire Safety) Order 2005.

Sources of ignition:

General electrical equipment:

There are around 28 items of domestic electrical equipment located in the nursery:

EQUIPMENT	NUMBER	LOCATION
Microwave oven	1	First floor kitchen (1),
Refrigerator/freezer	3	First floor kitchen (2), upper floor staffroom (1),
Kettle	2	First floor kitchen (1), upper floor staffroom (1)
Computer and office equipment	4	First floor playroom (1) First floor playroom (1), upper floor office (1) Laptop upper floor office (1)
IPad mini's	4	Ground floor play rooms (2) first floor play rooms (2)
Printer	1	First floor office (1)
Vacuum cleaner	2	Stored in hallway near kitchen (1), Upper floor play room (1)
Radio/CD player	5	Ground floor playrooms (3), First floor playrooms (1), Kitchen (1),
Televisions	5	upper floor playrooms (5)
Games consoles	4	Upper floor playrooms(4)
Desk and floor fans	5	Ground floor playrooms (3) First floor playroom (1) Kitchen (1)

The risk is managed by:

- Identification of all of the electrical equipment.
- Carrying out portable appliance testing (PAT) and electrical loading assessments on a regular basis.
- Carrying out electrical installation testing every three years or as otherwise indicated.

Gas fired heating boiler:

A gas fired central heating boiler and electric immersion heater for hot water. The central heating boiler is located in the kitchen area and the immersion heater is located in the upper floor kid's club toilet.

The risk is managed by:

- Carrying out appropriate CORGI checks annually.

- Keeping the unit clean and free of clutter.

#### Smoker's materials:

If members of staff smoke then lighters and matches may be brought into the nursery in staff clothing and bags, these are kept in the staff room on the upper floor.

The risk is managed by:

- Operating a strict no-smoking policy.
- Arranging for all lighters and matches to be kept out of reach of children.

#### Combustible Materials:

This section highlights identifiable combustible materials and the steps taken to control the associated risks.

#### Bedding, soft furnishing drapes, furnishing and toys:

Bedding is stored in individual draws within the playrooms on the ground floor. Children sleep in the baby room, toddler room and the prep room on soft plastic beds and also travel cots. Plastic sleep beds located within the changing area on the ground floor.

Soft furnishings and toys are found throughout the nursery.

The risk is managed by:

- Identifying possible sources of fuel
- Locating storage of bedding, soft furnishing and toys away from sources of ignition.
- Furnishings comply with BS 5852 pt 1 & 2
- Curtains and drapes comply with BS 5867 pt 2

#### Stored art materials:

Paper and card materials are stored in cupboards, shelves and storage units on all three floors.

The risk is managed by:

- Identifying possible sources of fuel.
- Locating storage of paper and card away from sources of ignition.

#### Wall and ceiling mounted displays and decorations:

The nursery walls and ceilings are used to display various items of learning materials, children's work, information and decoration.

The risk is managed by:

- Identifying possible sources of fuel.
- Use of flame retardant materials or coatings where appropriate and possible.
- Use of flames to display work where possible.

### People of risk:

During opening hours the following people may be expected to be present

- Up to 100 babies and children
- Up to 20 staff
- Parents or carers at drop off and pick up times
- Any contractors or visitors on site.

### Fire detection and warning:

A radio interlinked fire detection and warning system is fitted.

- Radio interlinked optical type smoke alarms in each room and in hallways.
- Radio interlinked optical heat/smoke alarm located on ground floor near the main entrance.

The system is tested every three months. The test results and servicing is recorded within the fire drill folder located in the upper floor office.

### Means of escape:

#### Escape routes:

All rooms within the building have one door opening to an escape route.

Two means of escape are provided:

- Rear door to building ground floor leading out onto the garden.
- Front door to building ground floor leading out to the front garden.

The primary escape route for the ground floor is the hall leading to the rear door exit to the rear play area.

The primary escape route for the first floor is the landing and stairs leading down to the rear door on the ground floor.

The primary escape route for the upper floor is the landing and stairs leading down to the first floor and then the landing and stairs leading down to the rear door on the ground floor.

The nearest fire escape is clearly marked on all walls within the nursery.

It is forbidden to block a fire escape within the nursery and these are checked by cleaning and/or supervisory staff on a daily basis.

### Escape times:

Escape times recorded range from 2-4 minutes depending on time of day and number of occupants. These are measured at each fire drill conducted approximately every 3 months.

### Means of fighting fire:

The following fire fighting equipment is available at the nursery:

- Spray foam (6 litre) located on the ground floor (2 of these) near the front entrance.
- Spray foam (6 litre) located on the first floor near the pre-school room.
- Spray foam (6 litre) located on the upper floor (2 of these) on the hall way.
- Carbon dioxide (2kg) located on the ground floor near the front entrance.
- Carbon dioxide (2kg) located on the first floor near the pre-school room.
- Carbon dioxide (2kg) located on the upper floor on the hall way.
- Fire blanket located in the kitchen area.

The fire fighting equipment provides a means of tackling a small fire appropriate to the ignition and fuel source identified within the nursery:

- Carbon dioxide: electrical fires.
- Spray foam: paper, wood and plastic.
- Fire blanket: electrical, cooking or personal clothing.

The risk from a small fire is adequately managed by provision of the fire fighting equipment present.

Maintenance and testing of fire precautions:

Fire fighting equipment is serviced and checked in accordance with the manufacturer's guidelines.

Fire alarms are tested every 3 months. Fire drills, including evacuation and the evacuation times and any issues recorded are kept within the fire drill folder in the upper floor office.

Responsibilities:

Each room's **main key worker** is responsible for taking registers outside with the children to ensure that all children are present for each room.

The **person in charge on the day** is responsible for taking out the children's enrolment forms and completing a role call to ensure that all children and staff are present.

The **person in charge on the day** is responsible for locating the cause of the alarm if safe to do so and to contact the fire service.

The **person in charge on the day** is responsible for meeting the fire service on arrival and to explain the situation.

In cases of fire, all children will be taken to:

St Vincents RC Primary School, Queens road  
where parents will be contacted by a member of staff.

Visitors and contractors.

All visitors/contractors carrying out work on the premises must be shown the fire evacuation procedure on entering the building and informed if a fire drill is scheduled for that day. If no drill is scheduled then visitors/contractors must follow fire evacuation procedures.

# E-SAFETY POLICY

E-safety policy statement of: The Avenues Nursery with Kids Club

Written on 18/2/2016

Reviewed on 23<sup>rd</sup> February 2017

Next review: February 2018

The Avenues Nursery with Kids Club accepts that in the 21<sup>st</sup> century the internet and social media are inherent to people's lives and important for sharing information as well as a learning tool.

However we are also aware that this global network comes with its own risks and dangers.

We therefore set out the following guidelines to protect the children, staff and parents who use the setting.

## **USE OF THE INTERNET AT NURSERY:**

The staff are permitted to use the internet on the nursery computer and iPad providing it is for the educational benefit of the children. This may be for gathering information, images, or to use an age appropriate learning programme or video footage for the children.

Staff may access the internet for personal use via their personal smart phones in their own time and only during their staff breaks.

Kid's club children are permitted to use the nursery/kids club internet via tablets and other portable devices. This is to be monitored by the staff within the rooms at regular points throughout the day to ensure that sites are age appropriate.

Kid's club children are not permitted to access social networking sites whilst at the kids club. Any children found doing so or accessing inappropriate sites will have the devices taken away and the incident discussed with parents on collection.

Posters and information on e-safety will be displayed within the kid's club room and children will be regularly reminded of internet code of practice and staying safe online.

## **USE OF E-MAIL:**

E-mail can be used by staff for work purposes from the nursery computer but only sent through the nurseries email account ([avenuesnursery@hotmail.co.uk](mailto:avenuesnursery@hotmail.co.uk)).

Emailing of personal, sensitive, confidential or classified information should be avoided by all and if requires necessary to do so should be at the express consent of the managers.

Staff are asked not to contact parents from their personal email accounts nor give out their personal email addresses.

Kid's club children should not be accessing personal email accounts whilst at kids club, any children wishing to exchange email addresses will be discussed with parents on collection.

## USE OF PHOTOGRAPHY:

The use of photographs, publishing pupil's images on the website and around the building will be discussed on a child's entry to the nursery/kids club, all parents/carers will be asked to give permission to use their child's work/photos by signing the appropriate sections in the enrolment form.

This consent is considered valid for the entire period that the child attends nursery/kids club unless there is a change in the child's circumstances where consent could be an issue, e.g. divorce of parents, custody issues, etc. We will keep a list of children for whom permission has not been granted and all staff will be provided with this information.

Parents or carers may withdraw permission, in writing, at any time.

We will not use the full names of any child or adult in a photographic image or video in any of our publications or on our website.

Where newspapers insist on using the full names of pupils with photographs, as long as the nursery/kids club has secured parental consent and parents know that their child will be named in the newspaper, and possibly on the newspaper website, then we will have met our safeguarding obligations.

To safeguard your children all photographs are taken **ONLY** on the nursery/kids club cameras and iPads and not individuals cameras or mobile phones.

Photographs are then stored on the nursery/kids club computer only.

**ONLY** photographs to document children's development or to share information/events on the website/displays in the setting should be taken whilst at nursery/kids club.

Kid's club children are not permitted to take any photographs of themselves or other children, staff or of the inside of the nursery/kids club on personal devices such as iPads/tablets etc. Any children found doing so will be asked to delete the photographs immediately and parents will be informed.

## CYBER BULLYING:

Cyber bullying includes sending or posting harmful or upsetting text, images or other messages, using the internet, mobile phones or other communication technology.

It can take many forms, but can go even further than face to face bullying by invading home and personal space and can target one or more people.

It can take place across age groups and target pupils, staff and others.

It can include threats and intimidation, harassment, defamation, exclusion or peer rejection, impersonation and unauthorised publication of private information or images.

It can include messages intended as jokes, but which have a harmful or upsetting effect.

Cyber bullying may be carried out in many ways, including:

- Threatening, intimidating or upsetting text messages;

- Threatening or embarrassing pictures and video clips via mobile phone cameras;
- Silent or abusive phone calls or using the victims phone to harass others, to make them think the victim is responsible;
- Threatening or bullying emails, possibly sent using a pseudonym or someone else's name;
- Menacing or upsetting responses to someone in a chat room;
- Unpleasant messages sent during instant messaging;
- Unpleasant or defamatory information posted to blogs, personal websites and social networking sites.

#### Prevention of cyber bullying:

The managers and E-safety officer will oversee the practices and procedures outlines in this policy and monitor their effectiveness.

Staff will be trained to identify signs of cyber bullying and will be helped to keep informed about the technologies that children commonly used.

A code of advice (see attached) will be developed, periodically reviewed and communicated to help kids club children protect themselves from being caught up in cyber bullying and to advise them on reporting any incidents.

### **PARENTS TAKING PICTURES:**

We will also make the request of visitors that they take no unauthorised photographs of their, or other children at the nursery/kids club.

Any students wishing to use photographs for their study purposes will be asked to gain permission of the parents beforehand.

We appreciate that many parents will want to record their children at special events, for example Christmas performances. However with respect to other family's privacy we ask them to agree to only publish pictures or video footage of their own children on social media sites.

Any reports of parents not complying with this request will be dealt with by the manager.

The same request will be made of visitors and any volunteers/students who are on site.

### **STORAGE OF IMAGES:**

Images/films of children are stored on the nursery/kids club computer.

Staff are not permitted to use personal portable media for storage of images (e.g. USB sticks) without the express permission of the manager.

Rights of access to this material are restricted to the nursery/kids club staff.

On a regular basis, staff should delete images when they are no longer required, and when the child has left the nursery/kids club.

### **SOCIAL MEDIA:**

The Avenues Nursery with kids club accepts that staff may choose to accept friend requests from parents on social media sites.

However, this policy sets out to ensure that they are aware of the following risks and applies the relevant precautions.

When using social media sites, no reference should be given to specific children or parents by name.

No pictures taken on the nursery/kids club setting should be published on personal social media pages.

If staff have chosen to accept friends requests from parents of children at nursery/kids club they are asked to ensure any posts made are respectful of the setting and always maintain a professional attitude towards their work

Under no circumstances should friend requests be accepted from children under the age of 13.

Social media sites should not be accessed on the nursery/kids club computer or iPads.

Staff may access their own social media pages from their own phones but only during their agreed breaks.

Do not make disparaging remarks about your employer/colleagues. Doing this in the presents of others may be deemed as bullying and or harassment.

Other users could post a photo on their profile in which you are named, so think about any photos you appear in. On Facebook, you can 'untag' yourself from a photo.

If you do find inappropriate references to you and or images of you posted by a friend online you should contact them and the site to have the material removed.

If you have any concerns about information on your social networking site or if you are the victim of cyberbullying, you should contact your manger immediately.

It is not advisable to publish your date of birth and home address on Facebook.

Identity theft is a crime on the rise with criminals using such information to access your bank or credit card account. Stop the network provider from passing on your details to other companies for research and advertising purposes. For example, to stop Facebook from forwarding your details, click 'privacy settings' under 'applications and websites' click 'edit your settings'. Scroll down to 'instant personalisation' and make sure the checkbox for 'enable instant personalisation on partner websites' is unchecked.

Ensure that any comments and or images could not be deemed defamatory or in breach of copyright legislation.

### **ACCEPTABLE USE POLICY:**

ICT and related technology such as email, the internet and mobile devices are an expected part of our daily working life. This policy is designed to make sure that all staff are aware of their professional responsibilities hen using any form of ICT. All staff are expected to sign this policy and adhere at all times to its content.

If you have any concerns or need clarification you can talk to ASHLEIGH CHADWICK (E-Safety lead).

- I will comply with the Avenues nursery with kid's club policy.

- I understand that using the settings ICT system for a purpose not permitted by the Avenues nursery with kids club may result in disciplinary or criminal procedures.
- I will comply with the ICT system and not disclose any passwords provided to me by the manager.
- I will only use the settings email/internet for professional purposes.
- I will not use the settings ICT system to access personal emails.
- I will not install any hardware or software without the permission of Ashleigh Chadwick.
- I will not browse, download, upload or distribute any materials that could be considered offensive, illegal or discriminatory.
- I will only take, store and use images of children, young people or staff for professional purposes in line with the settings use of photography section and with written consent of the parent, carer or staff member.
- I will not distribute images outside of the setting without the permission of the parent/carers, member of staff or manager.
- I will make sure that my online activity both inside and outside the setting will not bring me professional role and the settings reputation into disrepute.
- I will support the settings e-safety policy and help children to be safe and responsible in their use of ICT and related technologies.
- I will report any incidents or concerns regarding children's e-safety to the e-safety lead, the child protection officers or manager.
- I understand that sanctions for disregarding any of the above will be in line with the setting's disciplinary procedures and serious infringement may be referred to the police.
- I agree to follow this code of conduct and to support the safe use of ICT throughout the setting.

# EQUAL OPPORTUNITY POLICY.

Equal Opportunity Policy Statement of:

## THE AVENUES NURSERY AND KIDS CLUB.

The Avenues Nursery and Kids Club believes that no child, individual or family should be excluded from the nursery activities on the grounds of age, gender, sexuality, class, family status, means, disability, colour, ethnic origin, culture, religion or belief.

The Avenues Nursery and Kids Club value the individuality of all children, parents, carers, employees and volunteers and are committed to giving all children every opportunity to achieve the highest standard.

The Avenues Nursery and Kids Club aim to ensure that all who wish to work in, or volunteer to help within the nursery have an equal chance to do so.

Our aims are:

- To provide an inclusive environment so that all children are supported in learning and achieving.
- To provide an inclusive environment so that all parents, carers and employees are supported and valued for their role in the care and learning of children, and
- To provide a positive environment where all children and adults can feel confident and valued regardless of ethnicity, attainment, age, disability, gender or background.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017

**Next review Date: February 2018**

The Avenues Nursery and Kids Club work in accordance with all relevant legislation including:

- Disabled persons Act 1958, 1986.
- Race Relations Act 1976.
- Sex Discrimination Act 1986.
- Children Act 1989.
- Human Rights Act 1998.
- The Employment Equality Age Regulations 2006.

The Avenues Nursery and Kids Club recognise that:

- Each religion is unique and each individuals/families belief is important to them.
- The ethnic origins of staff, children and their families should be respected.
- Every person's cultural and linguistic background should be recognised and celebrated.
- All children attending the nursery have individual strengths and weaknesses which staff will identify and support.
- All individuals entering the nursery should be treated equally and fairly regardless of their gender.
- Staff, parents and carers are of all ages and their different contributions are equally valuable.

## EMPLOYMENT:

The Avenues Nursery and Kids Club will appoint the best person for each job and will treat all applicants for jobs fairly.

No applicant will be rejected on the grounds of age, gender, sexuality, class, means, family status, disability, colour, ethnic origin, culture, religion or belief.

Commitment to implementing the nurseries Equal Opportunity Policy will form part of the job description for all workers.

## THE CURRICULUM:

At The Avenues Nursery we aim to give all children the opportunity to succeed and reach their highest level of personal achievement. Practitioners will regularly assess the attainment of children to ensure that appropriate support and learning experiences are provided which are individual to each child's needs and interests.

Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination.

Opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Resources will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people.

All staff must ensure that children:

- Feel secure and know their contributions are valued; appreciate and value the differences they see in others.
- Take responsibility for their own actions.
- Participate safely, in clothing that is appropriate to their religious beliefs.
- Are taught in groupings that allow them all to experience success.
- Use materials that reflect a range of social and cultural backgrounds, without stereotyping.
- Have a common curriculum experience that allows for a range of different learning styles.
- Have challenging targets that enable them to succeed, and
- Are encouraged to participate fully, regardless of disability or medical needs.

## FESTIVALS:

Our aim is to show respectful awareness of all the major events in the lives of the children and families in the nursery and in our society as a whole.

In order to achieve this, we aim to acknowledge all the major festivals which are celebrated in our area and/or by the families involved in the nursery.

Before introducing a festival with which the adults in the nursery are not themselves familiar with, appropriate advice should be sought from people to whom the festival is a familiar one and appropriate research should be completed before providing activities and experiences.

## SPECIAL NEEDS:

The Avenues Nursery recognises the wide range of special needs of children and families in their community, and practitioners should consider how best it can play a part in meeting these needs.

Practitioners should ensure that they provide an environment that allows these children to full access to all areas of learning and should modify learning as appropriate for children with special needs to ensure that children with disabilities have to opportunity to develop their skills and knowledge.

#### LANGUAGE:

Information, written and spoken, will be clearly communicated in as many languages as necessary.

Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the nursery.

For children who speak little to no English, practitioners must work with the parents to provide simple words in their home language to use with the child.

#### FOOD:

Practitioners must ensure that medical, cultural and dietary needs are met at all times and that an up to date dietary requirements form is displayed in both the play room and also the kitchen.

#### DISCRIMANATORY BEHAVIOUR/REMARKS:

**These are unacceptable in the nursery.**

The Avenues Nursery and Kids Club actively discourages bullying and name calling. Any practitioner involved in such behaviour will be dealt with as appropriate. This may lead to a caution or a written warning depending on the severity of the behaviour.

Practitioners should support children in developing anti discriminatory practices and to respect others as individuals.

#### MONITORING:

Responsibility for the implementation and monitoring of this policy lies with:

**Jackie Chadwick and Joanne McCrainor.**

Any queries or complaints should be discussed with:

**Jackie Chadwick and Joanne McCrainor.**

# THE AVENUES NURSERY WITH KIDS CLUB

## CONFIDENTIALITY AND RECORD KEEPING POLICY

At The Avenues Nursery with kids club, staff can be said to have a 'confidential relationship' with families. It is our intention to:

- Respect the privacy of children and their parents and carers, while ensuring that they access high quality early years' care and education.
- We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.
- We have record keeping systems in place that meet legal requirements; the means that we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

Policy written on 23<sup>rd</sup> February 2017

Review date: February 2018

### **Confidentiality procedures**

- Most things that happen between the family, the child and the setting are confidential to our setting.
- Occasionally it may be necessary to share information about a child with, for example, other agencies or professionals, or possibly social care or the police.
- If we judge that information needs to be shared with another agency we will ask for consent from a parent/carer, except in exceptional circumstances in which the safety or welfare of the child might be jeopardised.
- Some parents may share information about themselves or their child with other parents; we cannot be held responsible if information is shared by those parents whom the person has confided in.
- We inform parents when we need to record confidential information beyond the general personal information we keep - for example with regard to any injuries, concerns or changes in relation to the child or the family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in respect of child protection and any contact and correspondence with external agencies in relation to their child.
- All records, whether on paper or electronic, are kept securely. No-one outside the nursery staff has access to any information kept by The Avenues Nursery with Kids Club about the children at the setting.
- Staff discuss children's general progress and well-being together in meetings, but more sensitive information is restricted to our manager and the child's key person, and is shared with other staff on a need to know basis.

- We do not discuss children with anyone who is not involved in the child's care, including with other parents or anyone else outside of the setting.
- Our discussions with other professionals take place within a professional framework and not on an informal or ad-hoc basis.
- Parents may at any time request to see all confidential information the nursery holds about their child. To do so they need to speak the manager/key worker, who will arrange for all such information to be provided to them.
- Our recording procedures and guidelines ensure that the all records made about a child or family reflect an accurate and non-judgemental account of any work done or discussions held.
- The law requires that the information we hold must be accurate. If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies.

## **Children's records**

We have record keeping systems in place that meet legal requirements; the means we use to store and share that information takes place within the framework of the Data Protection Act (1998) and the Human Rights Act (1998).

We keep two kinds of records on children attending our setting:

### ***Developmental records***

- These include observations of children in the setting, photographs, video clips and samples of their work and summary developmental reports.

### ***Personal records***

These may include the following (as applicable):

- Personal details - including the child's enrolment form and any consent forms
- Parents details including contact information (address, phone numbers, email) and contact information for other adults (emergency contacts).
- Contractual matters - including a copy of the signed terms and conditions, the child's days and times of attendance, a record of the child's fees, any fee reminders or records of disputes about fees.
- Child's development, health and well-being - information gathered via the enrolment form when the child starts at The Avenues Nursery with Kids Club and any information added afterwards.
- Any additional focussed intervention provided by our setting (e.g. support for behaviour, language or development that needs an SEN action plan) and records of any meetings held.
- Welfare and child protection concerns - including records of all welfare and protection concerns, and our resulting action, meetings and telephone conversations about the child, an Education, Health and Care Plan and any information regarding a Looked After Child.
- Dates and times of attendance.
- Accident and incident reports.

## **Procedures**

- Children's records, as outlined above, are kept both electronically and on paper, depending on what is most appropriate and necessary. In all cases, the records are kept securely and are only accessible by a member of the nursery staff or, on request, the parent of the child.
- Any paper records that are held by the nursery staff during the course of a session (eg, contact details) are locked securely overnight.
- We may be required to hand children's personal files to Ofsted as part of an inspection or investigation process; or to local authority staff conducting a S11 audit, as long as authorisation is seen. We ensure that children's personal files are not handed over to anyone else to look at.
- Parents have access to the files and records of their own children, but do not have access to information about any other child.
- Our staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- Our staff induction programme includes an awareness of the importance of confidentiality in the role of the key person.
- We retain children's records for three years after they have left the setting; except records that relate to an accident or child protection matter, which are kept until a child reaches the age of 21 years or 24 years respectively. These are kept in a secure place.
- Other than when sharing with other agencies or professionals, with parental consent, staff never share any information about a nursery child outside of the nursery, or save electronic files in any location other than the secure shared folders.

# COMPLAINTS POLICY.

Complaints procedure policy statement of:

**The Avenues Nursery with Kids Club.**

The Avenues Nursery with Kids Club aims to provide a stimulating, safe environment for all children. We aim to deliver the highest standard of care and foster good relationships with all parents and carers. We believe parent's views and concerns should be respected and acknowledged, and understand that on occasional circumstances may result in a parent or carer wishing to make a complaint. Appropriate and prompt action is to be taken on any concerns

As there is a regular exchange between parents and staff it is hoped that minor concerns can be resolved during this time.

The Avenues Nursery with Kids Club believes that children, parents and practitioners are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the nursery/kids club and will give prompt and serious attention to any concerns about the running of the nursery/kids club. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of the nursery/kids club to a satisfactory conclusion for all of the parties involved.

Written on 27<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> September 2017 - no changes made

**Review date: February 2018**

## **Complaints Procedure**

1. Any parent/practitioner who is uneasy about an aspect of the nursery/kids club provision talks over first of all his or her worries and anxieties with:
  - a) The child's key worker or room leader, or
  - b) The nursery/kids club managers

Any parent who requires a written response to their concerns should request one at this stage.

2. If this does not have a satisfactory outcome, or if the problem recurs, the parent moves on by making a formal complaint in writing (forms are available from the nursery) to the nursery/kids club manager who will investigate the complaint. The complaint can expect a written reply in acknowledgement of receipt of the complaint as well as some indication of how and when the complaint will be addressed within 28 working days.
3. When the formal complaint has been fully investigated the manager should ensure that the person who made the complaint is informed in writing of the outcome.
4. If the person who made the complaint is not satisfied with the outcome they are entitled to take their complaint to Ofsted. Contact details for Ofsted are:

OFSTED  
3<sup>rd</sup> Floor, Royal exchange buildings,  
St Ann's Square,  
Manchester  
M2 7LA

TEL: 0300 123 1231

# Parental complaints form.

Date:

Child's name:

Completed by:

Details of complaint:

Signed:

# The Avenues Nursery with Kids Club Staff Code Of Conduct.

Written on 19<sup>th</sup> December 2016.

Review Date December 2017

“We are committed to safeguarding and promoting the welfare of children and young people and expect all staff, contractors and volunteers to share this commitment.”

(Managers and Proprietors)

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## 1.1 Introduction

This code of conduct applies to you if you are an employee of The Avenues Nursery with kids club, 139 Princes Avenue, Hull, HU5 3HH, whether employed on a permanent, temporary or casual basis. All employees must follow this code; deliberate breaches of the code may be treated as a disciplinary offence. As with all nursery policies and procedures, we ask that staff use their common sense and act reasonably within the conditions provided in this document.

## 1.2 Purpose

All actions concerning children and young people must uphold the best interests of the children or young person as a primary consideration. Staff must always be mindful of the fact that they hold a position of trust, and that their behaviour towards the children and young people in their care must be above reproach. This code of conduct is not intended to detract from the enhancing experiences children gain from positive relationships with staff. More importantly, it is intended to assist staff by offering guidance on prudent conduct. Consequently, the purpose of this code of conduct for The Avenues Nursery with Kids Club staff is:

- To identify boundaries and responsibilities.
- To agree communication and accountability.
- To explain what is expected of you as an employee.
- To ensure staff demonstrate high standards of conduct in order to encourage our children to do the same.
- To ensure that staff avoid putting themselves at risk of allegations of abusive or unprofessional conduct.
- To help staff understand what behaviour is and is not acceptable.

This code of conduct should also be read in conjunction with your job description, your contract of employment and all policies and procedures relevant to the nursery/kids club.

### **1.3 Policies and procedures**

The nursery/kids club has a range of policies and procedures which apply to all staff. These are available from the office in the policy folder. All staff must read the policies and comply with their terms. The failure of any staff member to do so may result in disciplinary action being taken against them.

### **1.4 Attendance, timekeeping and appointments**

- Staff are required to arrive to work promptly and be ready to start work at their delegated starting time.
- All staff are required to use signing in and out sheets to record working hours. The signing in and out sheets are used to calculate salary, monitor absences and overtime. It is important this is filled in correctly otherwise there may be implications for your pay.
- Staff must obtain management authorisation if for any reason, they wish to arrive later or leave earlier than their agreed start and finish times.
- Persistent poor timekeeping may result in disciplinary action.
- When can employees attend appointments? We appreciate that it is sometimes difficult to make appointments such as with doctors or dentists at a time that is convenient for both the employee and the nursery/kids club. In most cases the nursery/kids club requires you to make appointments in your own time. However, in cases where this is not possible, appointments must be agreed with the managers.

### **1.5 Professional development**

It is expected that a childcare practitioner will continually update their knowledge and skills through a life-long learning approach.

- At all times, a childcare practitioner should not undertake an activity in which they do not feel competent, or is outside their area of practice and knowledge.
- The nursery/kids club at all times acknowledges the strengths and limitations of a childcare practitioner's expertise and will ensure there is regular appraisal and supervisions.

The nursery is fully committed to your development and we will advise on other training courses that might be relevant.

### **1.6 Alcohol, drug abuse, smoking and e-cigarettes**

- The consumption of alcohol on the premises is strictly forbidden. Any employee who is found consuming alcohol on the premises or is found to be intoxicated at work will face disciplinary action. Please be aware that even if you are not found to be intoxicated, coming to work suffering from the immediate after effects of alcohol may also impair your ability to perform your role to the required standards. A breach of this procedure is considered an act of gross misconduct.
- The possession, use or distribution of drugs for non-medical purposes on the premises is strictly forbidden. Any member of staff who is found to be intoxicated at work will face disciplinary action. A breach of this procedure is considered an act of gross misconduct.

- Smoking is forbidden on the premises. Any member of staff who is found smoking on the premises will face disciplinary action.
- Members of staff who wish to smoke before their shift commences or at break time must ensure that they are not identifiable by their uniforms and are a reasonable distance from the building. Staff have a duty to ensure they do not smell of smoke at any time during working hours. Cigarettes, matches and lighters must be kept securely away from the children.
- Electronic cigarettes - although they are generally thought to be less harmful than smoking real cigarettes, electronic cigarettes still contain the addictive chemical nicotine as well as other toxic substances. Consequently, for the purposes of this code of conduct, the smoking of the substitute cigarettes is deemed to be the same as smoking the real thing. Therefore, please observe our no smoking rules.

### **1.7 Medication**

- Staff must not be under the influence of any medication which may affect their ability to care for children. If a member of staff is prescribed medication by their doctor that may affect their ability to perform work, then this should be discussed with the nursery managers.
- Medication should be kept in staff bag/staff room fridge within the staff room and should not be accessible to the children.

### **1.8 Health, safety and hygiene.**

The nursery/kids club will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. Through continuous improvement of standard, and comprehensive use of risk assessments we aim to systematically remove the causes of accidents/incidents and ill health.

All activities should be carried out with the highest regard for the health and safety of all staff, children and visitors. Staff have a responsibility to carry out tasks in accordance with The Avenues Nursery with Kids Clubs Health and Safety policy and procedures.

Staff should be a role model to the children in terms of their own health and hygiene. Leading by example is the best way to teach good behaviours to children for example:

- Have clean, neat and tidy appearance.
- Encourage children's awareness of physical development (exercise, diet, rest, challenges and risk)
- Show the importance of hydration (drink plenty of water)
- Show how keeping fit is important to development of mind and body.
- Show how to take risks safely.

### **1.9 Mobile phones and cameras**

- Members of staff must keep personal mobile phones in a secure place. Personal mobile phones are not permitted in any spaces that are accessed by children.
- It is recognised that in certain situations it may be necessary for staff to have a mobile phone for the use of the setting e.g. school pick-ups or an outing. The use of a mobile phone must not distract from the quality of supervision and care of the children.
- Personal mobile phones or similar devices must not be used to take photographs of children.
- Staff have a duty to ensure parents do not use their mobile phones to take photos in the setting.

- Members of staff must only use cameras provided by the setting to take photographs of children. Failure to comply will result in disciplinary action.

### **1.10 information and communication technologies**

Staff must not use any ICT services for copying, sending or retrieving unacceptable material. “Unacceptable material” includes any documents, messages, information, graphics or other electronic data that:

- Breaches UK legislation
- Contravene the settings equality policy
- Contain offensive, pornographic or obscene language or material
- Plan, promote, incite or facilitate any illegal or terrorist’s activities
- Contain defamatory or slanderous language or material
- Denigrate, insult or ridicule another person
- Intimidate, bully or harass another person
- Adversely comment on integrity, personality, honesty, character, intelligence, methods or motives of another person unless it is factual response to a formal reference request.
- Provide or facilitate the use of computer hacking tools or virus toolkits.

Staff must not use the internet, external electronic mail, external telephone or any other form of electronic communication to transmit sensitive, subversive information, including:

- Options that do not reflect the policies of the nursery/kids club
- Information that could damage the nursery/kids club’s reputation and standing in the community.

### **1.11 Social networking sites.**

- Staff must ensure that social networking sites are set as private so that only authorised persons can have access to them.
- Staff must not accept or invite any children or their families to use their private sites.
- Staff must never contact any children or their families using their private social networking sites.
- Staff must never upload any photos, comments or information about the setting or any persons linked with it.

### **1.12 Social contact**

All staff are expected to uphold professional boundaries. Staff have a duty to approve any planned social contact with children and their families with the managers.

Confidentiality or employment must be adhered to and respected during social contact.

In summary staff should:

- Ensure all contact with existing children or their parents is of a professional and nursery/kids club related nature
- Consider the appropriateness of the social contact according to their role and nature of their work.
- Always approve planned social contact with children or parents with managers.
- Advise managers of any social contact they have with a child or parent with who they work, which may give rise to concern.
- Understand that some communications may be called into question and need to be justified (parents becoming dependant).

- Staff must not engage in conduct outside work which could seriously damage the reputation and standing of the nursery/kids club or the employee's own reputation or the reputation of other members of the nursery/kids club.
- Criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are likely to be regarded as unacceptable.
- Be cautious when undertaking work outside nursery/kids club, either paid or voluntary, such that it does not conflict with the interests of the nursery/kids club nor be to a level which may contravene the working time regulations or affect an individual's work performance.

### **1.13 Dress code and appearance.**

The nursery/kids club uniform is black trousers (not jeans or legging) and logo t-shirt (which can be purchased from the managers). Black cardigan or zip hoody can be worn during the colder months and blue vest tops can be worn during the hotter months.

Staff should wear clothing which:

- Is comfortable, allows free movement and is appropriate to their role.
- Is not likely to be viewed as offensive, revealing or sexually provocative.
- Does not distract, cause embarrassment or give rise to misunderstanding.
- Is absent of any political or otherwise contentious slogans.
- Is not considered to be discriminatory and is culturally sensitive.

Staff should ensure hands and nails are kept clean and long hair is tied back.

Nail varnish remover should not be brought into the nursery/kids club unless it is kept in the office.

Jewellery should be minimal to avoid safety implications.

### **1.14 Accountability**

Staff are accountable to the nursery/kids club for undertaking those activities that are associated with the job role. A member of staff must inform their managers if they do not feel competent to undertake any activities and must request reasonable/appropriate training.

Staff have a duty to report any behaviour by colleagues that raises concerns to the managers or the safeguarding officers.

A childcare practitioner has a duty to respect families by:

- Valuing their cultural diversity, opinions and choices.
- Being non-judgemental.
- Planning contacts/appointments with parents.
- Seeking clarification and not assuming.
- By listening and responding appropriately.
- By acknowledging her/his own limitations.
- Maintaining appropriate behaviour and activities between the family and her/himself.

Staff have a responsibility to challenge any discriminatory remarks or behaviour against other staff members, and relevant health issues.

Staff have a duty to notify the nursery/kids club of changes to personal details, change of address, telephone number and relevant health issues.

Staff must avoid using inappropriate or offensive language at all times.

### **1.15 Disclosure and barring service (DBS)**

All staff have a duty to notify the nursery/kids club of any circumstances which may affect their suitability to work with children. The nursery managers are responsible for ensuring all staff, including contractors, students and volunteers are suitable to work

with children. Checks are carried out via enhanced Disclosure and Barring Service (DBS) clearance checks as well as other sources, such as employer references, identity checks and qualification checks, amongst others. The nursery/kids club will no longer be using the CRB (Criminal Records Bureau) system, which is replaced by DBS.

Where possible new staff will have the checks completed prior to starting employment. However if there are delays in checks coming through, as a last resort, candidates may work in the nursery/kids club before these checks are completed as long as they are supervised by registered and DBS checked staff at all times. Staff awaiting these checks will never:

- Be left unsupervised whilst caring for children.
- Take children for toilet visits unless supervised by registered staff.
- Change nappies.
- Be left alone in a room or outside with children.
- Administer medication.
- Administer first aid.
- Take photographs of the children.
- Look at a child's learning and development log.
- Have access to children's personal details and records.

The nursery/kids club requires each member of staff to subscribe to the governments DBS update service **within 19 days** of receiving their initial or revised DBS certificate. This service can be accessed online at <http://www.gov.uk/disclosure>

### **1.16 Team and partnership working**

Staff are required to work co-operatively within teams and respect the skills, expertise and contribution of colleagues. They are expected to treat others fairly and without discrimination. Staff must communicate effectively, both verbally and in writing. As required, they must share their knowledge, skills and expertise with other team members in order to improve practice.

Staff must work with other members of the team to promote a care and learning environment that is conducive to safe and ethical practice. If the care environment deteriorates the practitioner must report this to the managers.

### **1.17 Confidentiality**

Staff must guard against breaches of confidentiality by protecting information from improper disclosure at all times and follow all appropriate policies.

Staff must only disclose information outside the immediate team if:

- It can be justified as being in the public interest (usually where disclosure is essential to protect the child or someone else from risk or significant harm.)
- This is required to do so by law or by order of the court.
- There is an issue of safeguarding, and s/he must then act at all times in accordance with national and local procedures.

Most staff are likely at some point to witness actions which need to be confidential. For example, where a child is bullied by another child (or even by a member of staff), this needs to be reported and dealt with in accordance with the appropriate nursery/kids club procedures. Until approved by a manager incidents must not be discussed outside the nursery/kids club, including with the child's parents or carer, nor with colleagues in the nursery/kids club.

Staff who intent to share information about a child's care, learning and development with an outside agency must seek prior permission from the child's parent and the nursery managers.

## **1.18 Gifts and rewards**

Staff should not accept significant personal gifts from parents/carers or other agencies with whom the nursery/kids club has contact. All gifts with a perceived value of over £20 must be declared to the managers.

## **1.19 Babysitting**

If an employee offers a babysitting service, then this is a private agreement between the parent and the employee in which the nursery/kids club will not be held liable.

It is not acceptable for a member of staff to transport a child by car directly to and from the nursery/kids club unless (1) it has been approved by the managers (2) the correct child seat is available (3) the parent has given written permission to do so. The member of staff transporting the child does so as a private arrangement and must ensure they have their own insurance. The nursery accepts no liability for the child once off the premises.

## **1.20 Outside commitments**

All employees should consult the nursery/kids club managers before taking on additional employment.

Additional employment must not conflict with the setting's interests or impair employee's ability to carry out their role at this setting.

Please bear in mind if you do have additional employment elsewhere, then you will need to declare which employer is the primary source of your income. This is necessary in order to avoid confusion over tax codes. You are allowed one employer where your tax code can be used to take advantage of your personal tax free allowance.

Additional employers will have to adopt a secondary position and tax all of your earnings, usually on a BR (Base Rate) coding. Consequently, if we are not your main employer then we will need to tax you at the BR rate. Failure to declare a primary employer to the HMRC may result in the levy of backdated tax and penalties.

## **1.21 Vulnerable situations.**

- Employees should always encourage the child to undertake self-care tasks independently, where developmentally appropriate.
- Ensure employees understand the extent and limitations of their role in applying basic care and hygiene tasks for minor abrasions and understand where an injury might require more experienced intervention.
- Employees need to be vigilant of neglect or abuse caused outside the nursery/kids club and to report any signs to the nursery managers.
- Employees must not be placed in situations which render them vulnerable. Where this is unavoidable, full and appropriate risk assessments are conducted and agreed for lone working situations.
- Employees must prepare to report any actions of another individual they deem inappropriate to managers.
- When one to one situations are unavoidable, employees must take precautions to reduce the vulnerability of both the child and the adult, for example, informing colleagues of the situation, leaving room doors open.

## **1.22 Whistleblowing**

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

It is vital that all team members talk through any concerns they may have with managers at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

If, in the course of your employment, you become aware of information which you reasonable believe tends to show one or more of the following, you **MUST** use the nursery/kids clubs disclosure procedures.

- That a criminal offence has been committed or is being committed or is likely to be committed.
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, National Minimum Standards, National Care Standards)
- That the health or safety of any individual has been, is being, or is likely to be, endangered.
- That the environment, has been, is being or is likely to be damaged.
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.
- That you challenge discriminatory behaviour and report any incidents.

Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to the safeguarding officers. Employees will suffer no detriment of any sort for making such as disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery/kids club managers. (please see the whistleblowing policy)

### **1.23 Declarations and changes of circumstances**

Employees are expected to declare all convictions, cautions, court orders, reprimands and warnings that effect suitability.

A childcare practitioner has a duty to notify the nursery/kids club managers of any changes of circumstance which may affect their suitability to work with children.

### **1.24 Parents and carers**

- Staff must maintain a professional relationship with parents and carers at all times.
- Each member of staff must recognise that parents and carers need feedback regarding their children and that this must be given in an open, honest and friendly manner. The relationship with parents and carers must not become overly familiar such that it clouds the impartiality of your judgement and action.
- Whilst there is always the possibility of a member of staff having a close relationship with a parent or carer outside of the nursery/kids club, we must avoid any conflict of interest or undue favouring of a child. Where such a relationship arises the member of staff should immediately inform the managers to discuss any action to be taken.
- Where a member of staff finds that they have a prior close relationship to a child in the nursery/kids club through such means as a family relationship or close friendship then the managers must be made aware of this immediately and may require the member of staff to change rooms to avoid any conflict of interest or risk of undue favouring of the child.

### **1.25 OFSTED**

Ofsted is the Office for Standards in Education Children's Services and Skills. It reports directly to Parliament and is independent and impartial. Ofsted inspects and regulates services which care for children and young people, and those providing education and skills for learners of all ages. All nurseries have to be registered and approved by Ofsted before they can begin to look after children.

Having a well-respected Ofsted rating is really important to us, primarily because it is a very important consideration for a parent/carer when choosing a nursery. At the moment, Ofsted has 4 inspection ratings (1) outstanding (2) good (3) requires improvement (4) inadequate.

It is expected that all staff members share the nursery's belief and aspiration to uphold the highest standards at all times, such that when we are inspected by Ofsted, we demonstrate outstanding practice. Consequently, staff are expected to understand and contribute towards our self-evaluation form (SEF) which is reported to Ofsted on an annual basis.

The SEF examines:

- What we are doing now.
- What we are aiming to do.
- How well are we doing by comparison to previous years.
- How well are we doing by comparison to other settings.
- What areas of quality practice need to be maintained.
- What areas of practice need to be improved.
- How do we plan to achieve our aims in the future.

## **1.26 Summary**

It is important that staff understand the nurseries/kids clubs policies, procedures and protocols.

To enable staff to practice you must be appropriately trained and work in partnership with others.

Staff must maintain client confidentiality, and act accordingly with communications.

Staff have a duty of care to all parties associated with the nursery/kids club.

Failure to comply with this code of conduct may lead to disciplinary action.

The nursery/kids club will act with integrity, sensitivity and in a manner that will be deemed as reasonable in all its dealings with staff.

The code of conduct is deemed to have been accepted as soon as a member of staff commences employment.

We thank you for your co-operation and welcome any feedback from staff that will help us improve this code of conduct.

**THE AVENUES NURSERY WITH KIDS CLUB.**

**Private day care nursery with kids club offering day care for children between the age of 0-11 years including before and after school service aswell as school holiday care.**

Review date: September 2017

The Avenues Nursery with Kids Club has a responsibility to protect and safeguard the welfare of children and young people they come into contact with. The need for guidelines and procedures is important to ensure that this is done with understanding and clarity.

**The persons with lead responsibility for safeguarding within the organisation are:**

**LISA BILLANY**

**ASHLEIGH CHADWICK**

**The lead for safeguarding has completed additional training to fulfil this role (list training including dates)**

- Safeguarding Children – A Shared Responsibility – Awareness, Recognition & Responses –Lisa – February 2015, Ashleigh – November 2013
- Safeguarding Thresholds Training – Lisa – March 2015, Ashleigh – March 2015
- Safeguarding Children - A Shared Responsibility - Working Together Effectively - Processes, Principles and Dilemmas - Lisa - March 2015, Ashleigh - Jan 2016

All staff and volunteers should be made aware of this policy, and be able to demonstrate an understanding of their responsibilities for safeguarding and promoting the welfare of children, including how to respond to any child protection concerns and how to make a referral to local authority children's social care or the police if necessary. (Describe process for staff being aware of this information)

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## 1. Safeguarding and promoting the welfare of children

Defined for the purposes of this guidance 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
- taking action to enable all children to have the best life chances.

## 2. Children

Anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change his/her status or entitlements to services or protection

## 3. Early Help

Children and their families will experience a range of needs at different times in their lives. All children require access to high-quality universal services (such as schools, health visitors and nurseries), but some will also benefit from extra support to address additional needs. In Hull this support is called Early Help.

“Providing early help is more effective in promoting the welfare of children than reacting later. Early help means providing support as soon as a problem emerges, at any point in a child’s life, from the foundation years through to the teenage years” (Working Together to Safeguard Children 2015).

From the perspective of a child, it is clearly best to receive help before they have any, or have only minor, adverse experiences.

In Hull, Locality Early Help hubs offer a range of support for practitioners who need advice, guidance or a short intervention when working with children and families with additional needs.

All staff and volunteers should understand the importance of intervening early, before problems become entrenched, and know how to access additional support for children, young people and families through the Early Help Hubs.

The consent of parents / carers (and children depending on their age and understanding) should always be sought before making a request for a service to the Early Help Hubs.

If at any time the concerns about the child become more serious, they should be referred to Children's Social Care (See Section 7)

## 4. Child Protection

Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.

## 5. Definitions of harm

### **Abuse**

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (e.g. via the internet). They may be abused by an adult or adults, or another child or children.

### **Physical abuse**

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

### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including online bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

### **Sexual abuse**

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve

physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

## **Neglect**

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

This is not an exhaustive list and it must be recognised that it is not the role of staff / volunteers to make an assessment of whether children or young people have suffered harm. Staff / volunteers / child protection co-ordinator do have a duty to report any concerns about harm in accordance with the Hull Safeguarding Children Board, Procedures and Practice Guidance.

## **Other specific sources of harm**

Staff / volunteers also need to be aware of other specific sources of harm which may include [Female Genital Mutilation \(FGM\)](#), [Radicalisation](#) and [Child Sexual Exploitation \(CSE\)](#). **For a more comprehensive list of specific sources of harm, please refer to the practice guidance in HSCB guidelines and procedures <http://hullscb.proceduresonline.com>**

## **6. Recognition of harm**

Everybody working with children and families must be alert to the needs of children and any risks of harm - including to unborn children, babies, older children, young carers, children who are disabled, those with special educational needs, are living away from home or are Looked After by the local authority. All staff and volunteers should be able to recognise, and know how to act upon, evidence that a child's health or development is being impaired or that the child is suffering, or is likely to suffer significant harm.

The harm or potential harm to a child may come to your attention in a number of possible ways;

- Information given to you by the child, his/ her friends, a family member or close associate.
- The child's behaviour may become different from the usual, be significantly different from the behaviour of their peers, be bizarre or unusual or may involve 'acting out' a harmful situation in play.

- An injury which arouses suspicion because;
  - It does not make sense when compared with the explanation given.
  - The explanations differ depending on who is giving them (e.g., differing explanations from the parent / carer and child).
  - The child appears anxious and evasive when asked about the injury;
  - They are a pre mobile baby with bruising.
- Suspicion being raised when a number of factors occur over time, for example, the child fails to progress and thrive in contrast to his/her peers.
- A young person having contact with an individual or individuals who have been identified as presenting a risk or potential risk of harm to children.
- The parent's behaviour before the birth of a child may indicate the likelihood of significant harm to an unborn child, for example substance misuse, or, previous children removed from their carers.

### **Young carers**

Children and young people under 18 who provide or intend to provide care assistance or support to another family member are called young carers. They carry out on a regular basis, significant or substantial caring tasks and assume a level of responsibility, which would usually be associated with an adult. The person receiving care is often a parent but can also be a sibling, grandparent or other relative who is disabled, has some chronic illness, mental health problem or other condition connected with a need for care support or supervision. Young carers can be particularly vulnerable and, under the Children and Families Act (2014) are entitled to an assessment of their own needs by the local authority.

## **7. Acting on concerns**

No professional should assume that someone else will pass on information which they think may be critical to keeping a child safe. If a professional has concerns about a child's welfare and believes they are suffering or likely to suffer harm, then they have a responsibility to share the information with local authority children's social care. (Working Together to Safeguard Children 2015) (For more information about information sharing and effective communication see appendices 1 and 2)

### **Seeking Medical Attention**

If a child has a physical injury, and there are concerns about abuse, medical attention should be sought immediately by telephoning for an ambulance, attending the Emergency Department or Minor Injury Unit (depending on the severity of the injury). The procedures for referring a child to Children's Social Care should then be followed.

Any safeguarding concerns should be shared with the Ambulance staff / Medical and Nursing staff in order that they can appropriately assess and treat the child, and share relevant information.

Contacting emergency services for urgent medical treatment must not be delayed for any reason.

### **Managing a disclosure**

- Listen to what the child has to say with an open mind.

- Do not ask probing or leading questions designed to get the child to reveal more.
- Never stop a child who is freely recalling significant events.
- Make note of the discussion, taking care to record the timing, setting and people present, as well as what was said.
- Do not ask children to write a statement.
- Never promise the child that what they have told you can be kept secret. Explain that you have responsibility to report what the child has said to someone else.
- The designated lead for child protection within your organisation must be informed immediately.

## 8. Referring concerns about a child

The designated safeguarding lead will act on behalf of the Avenues Nursery with Kids Club in referring concerns or allegations of harm to Local Authority Access and Assessment Team or the Protecting Vulnerable People Unit. In the case of it being out of hours the Immediate Help Team should be contacted.

If the designated safeguarding lead is in any doubt about making a referral it is important to remember that advice can be sought from the Access and Assessment Team. The name of the child and family should be kept confidential at this stage and will be requested if the enquiry proceeds to a referral.

It is not the role of the designated safeguarding lead to undertake an investigation into the concerns or allegation of harm. It is the role of the designated safeguarding lead to collate and clarify details of the concern or allegation and to provide this information to the Access and Assessment Team, or Locality Team if Children's Social Care is already involved, whose duty it is to make enquiries in accordance with Section 47 of the Children Act 1989.

### Consent

Issues of consent should always be considered.

Before making a referral, parents/carers must be informed that you are making contact with Children's Social Care – including the reasons for you doing this – and be asked to give consent to the referral being made. This includes protecting a child from Significant Harm.

There are circumstances when it may be appropriate to dispense with the requirement to obtain consent to share information; this includes when:

- Discussion with the parents/ carers could place the child or other family members at risk;
- The child is in immediate danger ( e.g. requires medical attention )
- Discussion with parents / carers may place you or another member of staff at risk

It should be noted that when parents, carers or child may not agree to information being shared, but this does not prevent professionals from being able to make a referral where child protection concerns persist. When sharing information without consent it is important to record why any such decision has been made.

### Preparing to Discuss Concerns about a Child with Children's Social Care

Try to sort out in your mind why you are worried, is it based on:

- What you have seen;
- What you have heard from others;
- What has been said to you directly.

**Try to be as clear as you can about why you are worried and what you need to do next:**

- This is what I have done;
- What more do I need to do?
- Are there any other children in the family?
- Is the child in immediate danger?

**In the conversation that takes place the duty Social Worker will seek to clarify:**

- The nature of the concerns;
- How and why they have arisen;
- What appear to be the needs of the child and family; and
- What involvement they are having or have had with the child and / or family.

**Questions Children's Social Care may ask at Initial Contact**

- Agency (i.e. school, etc) address and contact details of referrer;
- Has consent to make the referral been gained? Information regarding parents' knowledge and views on the referral;
- Where consent has not been sought prior to making a referral you will be asked to explain what informed your decision making;
- Where consent has been sought but refused and child protection concerns persist you will be asked what informed your decision making ;
- Full names, dates of birth and gender of children;
- Family address and, where relevant, school/nursery attended;
- Previous addresses;
- Identity of those with **Parental Responsibility**;
- Names and dates of birth of all members of the household;
- Ethnicity, first language and religion of children and parents;
- Any special needs of the children or of the parents and carers;
- Any significant recent or past events;

- Cause for concern including details of allegations, their sources, timing and location;
- The child's' current location and emotional and physical condition;
- Whether the child needs immediate protection;
- Details of any alleged perpetrator (name, date of birth, address, contact with other children);
- Referrer's relationship with and knowledge of the child and his or her family;
- Known involvement of other agencies;
- Details of any significant others;
- Gain consent for further information sharing / seeking;
- The referrer should be asked specifically if they hold any information about difficulties being experienced by the family/household due to domestic violence, mental illness, substance misuse and/or learning difficulties.

**Other information may be relevant and some information may not be available at the time of making contact. REMEMBER - the collation of additional information should not result in a delay in making a referral.**

### **The Hull Safeguarding Children Board Contact and Referral Form**

All telephone referrals made by professionals should be followed, within 48 hours by a written referral giving specific and detailed information. A template Contact and Referral Form has been developed for this purpose.

If you have secure email the form should be sent to The Access and Assessment Team [accesspodgc@hullcc.gcsx.gov.uk](mailto:accesspodgc@hullcc.gcsx.gov.uk)

If you do not have a secure email system it should be faxed to 01482 444145

### **Children's Social Care Action following a Referral**

Children's Social Care should acknowledge a **written referral within one working day** of receiving it. If the referrer has not received an acknowledgement within **3 working days**, they should contact Children's Social Care again.

## **9. Allegations against staff members / volunteers**

If any member of staff or volunteer has concerns about the behaviour or conduct of another individual working within the group or organisation such as:

- 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 towards a child or children in a way that indicates s/he is unsuitable to work with children. This could include children within the employee's workplace or outside of it, including their own children.

The nature of the allegation or concern should be reported to the Designated Officer for dealing with allegations within the organisation immediately.

The member of staff who has a concern or to whom an allegation or concern is reported should not question the child or investigate the matter further.

The Designated Officer for your organisation will report the matter to the Local Authority Designated Officer (LADO).

### **Allegations against staff in their personal lives or which occur in the community**

If an allegation or concern arises about a member of staff, outside of their work with children, and this may present a risk of harm to child/ren for whom the member of staff is responsible, the general principles outlined in this policy will still apply.

If the member of staff lives in a different authority area to that which covers their workplace, liaison should take place between the relevant agencies in both areas and a joint Strategy Meeting / Discussion or Professional's Meeting should be held.

In some cases, an allegation of abuse against someone closely associated with a member of staff (e.g. partner, member of the family or other household member) may present a risk of harm to child/ren for whom the member of staff is responsible. In these circumstances, a Strategy or Professional's Meeting / Discussion should be held to consider:

- The ability and/or willingness of the member of staff to adequately protect the child/ren;
- Whether measures need to be put in place to ensure their protection;
- Whether the employment role of the member of staff is compromised.

## **10. Recruitment and selection**

When recruiting paid staff and volunteers it is important to always follow the processes set out in the organisation's safer recruitment policy. This will ensure potential staff and volunteers are screened for their suitability to work with children and young people.

The Disclosure and Barring Service (DBS) helps employers make safer recruitment decisions and prevents unsuitable people from working with vulnerable groups, including children.

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about>

*A person who is barred from working with children or vulnerable adults will be breaking the law if they work or volunteer, or try to work or volunteer with those groups. If **(Insert organisation)** knowingly employs someone who is barred to work with those groups they will also be breaking the law. If there is an incident where a member of staff or volunteer has to be dismissed because they have harmed a child or vulnerable adult, or would have been if they had not left, **(Inset organisation)** will notify the DBS.*

## 11. Prevent Duty

*From July 1st 2015 all registered early years providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism.” This duty is known as the Prevent Duty and it applies to a wide range of public-facing bodies.*

*There is no single way of identifying an individual who is likely to be susceptible to a terrorist ideology. As with managing other safeguarding risks, staff should be alert to changes in children and parents behaviour which could indicate that they may be in need of help or protection.*

*We aim to ensure that all staff have access to prevent awareness training to equip staff to identify children at risk of being drawn into terrorism and to challenge extremist ideas. (SEE CHANNEL TRAINING RECORD SHEET)*

*If a member of staff has concerns about a particular child or family they should raise their concerns with the safeguarding officer and follow normal safeguarding procedures.*

*Members of staff can contact local police force on 101 (non-emergency number) to talk about your concerns.*

*The Department for Education has dedicated a telephone helpline (02073407264) to enable staff to raise concerns relating to extremism directly. Concerns can also be raised by email to: [Counter.extremism@education.gsi.gov.uk](mailto:Counter.extremism@education.gsi.gov.uk)*

*Please note that the helpline is not intended for use in emergency situations, such as a child being at immediate risk or harm or a security incident, in which case the normal emergency procedures should be followed.*

## 12. Private fostering

Many people find themselves looking after someone else's child without realising that they may be involved in private fostering.

A private fostering arrangement is one that is made privately by the parent or person with parental responsibility (that is to say without the involvement of a local authority) for the care of a child under the age of 16 (under 18, if disabled) by someone other than a parent or immediate relative.

A relative under the Children Act 1989 is a grandparent, brother, sister, uncle or aunt (whether of full blood or half blood or by marriage or civil partnership) or step parent.

A private fostering arrangement lasts for 28 days or more.

People become involved in private fostering for all kinds of reasons.

Examples of private fostering include -

- children where arrangements are made due to parental illness or distress or when parents' work or study involves long or antisocial hours

- children sent from abroad to stay with another family, usually to improve their educational opportunities
- asylum seeking and refugee children
- teenagers who stay with friends (or other non-relatives) because they have fallen out with their parents and who may not be in touch with agencies such as education services
- children staying with families while attending a school away from their home area
- children from overseas whose parents do not reside in this country

Parents of a child who is being cared for by someone else, or those caring for the child have a duty to notify Hull City Council in order that they can check that the young person is being properly cared for and that the arrangement is satisfactory.

All practitioners to ensure that parents/carers are aware of the procedures related to private fostering and that referrals are made as and when needed. Private fostering log sheets (see appendix) must be completed fully to monitor the private

### 13. Contacts

#### Hull

##### Children's Social Care (Local Authority)

Access and Assessment	(01482) 448879
Immediate Help (out of office hours)	(01482) 788080
<u>Local Authority Designated Officer</u>	(01482) 790933
<u>Protecting Vulnerable People Unit</u>	101
<u>Hull Safeguarding Children Board</u>	(01482) 379090
<a href="http://www.hullsafeguardingchildren.co.uk">www.hullsafeguardingchildren.co.uk</a>	

#### East Riding of Yorkshire

##### Children's Social Care (Local Authority)

Referrals	(01482) 395500
For Help and Advice	(01482) 393339
Emergency Duty Team (out of office hours)	(01377) 241273
<u>Local Authority Designated Officer</u>	(01482) 396999
<u>Police Public Protection Team</u>	101
<u>East Riding Safeguarding Children Board</u>	(01482)396998/9

## Appendix 1

### **Seven Golden rules of information sharing**

*Information sharing- Advice for practitioners providing safeguarding services to children, young people, parents and carers (Department for Education, March 2015) has been produced to support practitioners in the decisions they take when sharing information to reduce the risk of harm to children and young people.*

Below are the 7 golden rules of information sharing that this guidance recommends.

- 1. Remember that the Data Protection Act 1998 and human rights law are not barriers to justified information sharing, but provide a framework to ensure that personal information about living individuals is shared appropriately.*
- 2. Be open and honest with the individual (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement, unless it is unsafe or inappropriate to do so.*
- 3. Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.*
- 4. Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, there is good reason to do so, such as where safety may be at risk. You will need to base your judgement on the facts of the case. When you are sharing or requesting personal information from someone, be certain of the basis upon which you are doing so. Where you have consent, be mindful that an individual might not expect information to be shared.*
- 5. Consider safety and well-being: Base your information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions.*
- 6. Necessary, proportionate, relevant, adequate, accurate, timely and secure: Ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those individuals who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is shared securely (see principles).*
- 7. Keep a record of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose*

## Appendix 2 - Considerations when Contacting another Agency/Service

### 1) Effective Communication between Agencies

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Effective communication requires a culture of listening to and engaging in, dialogue within and across agencies. It is essential that all communication is as accurate and complete as possible and clearly recorded.

Accuracy is key; without it effective decisions cannot be made. Equally, inaccurate accounts can lead to children remaining unsafe, or to the possibility of wrongful actions being taken that affect children and adults

Before contacting another agency, think about why you are doing it, is it to:

- **Share Information**

To share information is the term used to describe the situation where practitioners use their professional judgement and experience on a case by case basis to decide whether and what personal information to share with other practitioners in order to meet the needs of a child or young person.

Decisions to request and share information must be considered in terms of whether they are necessary and proportionate.

- **Signpost to Another Service**

The definition to signpost is to indicate direction towards. It is an informal process whereby a professional or a family is shown in the direction of a service.

If someone is signposted to a service it is because accessing the service may enhance the family's quality of life, but there would be no increased risk to the child or young person should the service not be accessed.

No agency is responsible for the monitoring or recording of signposting.

- **Seek Advice and Guidance**

Seeking advice and guidance at any time, making a general query or perhaps consulting with a specialist colleague within your own organisation (or from another agency) may enhance the work that you are doing with a child, young person or family at any stage. It could be that you want further information about services available or that you want some specialist advice or perhaps need to consult about a particular issue or query for instance to ask if making a referral is appropriate.

The name of the child and family should be anonymised at this stage unless agreement to share the information has already been obtained.

It is vital that you record that you have sought information and advice in your own records. The agency you are contacting may not record this information, particularly if the case is not open or active with them. It should be agreed between agencies in this situation as to who records what information.

At the end of the conversation both parties must be clear about the next course of action.

- **Facilitate Access to a Service**

If you think that a family may benefit from a service then directing, signposting or facilitating is appropriate. For example, a family approaches your service and asks for some advice about leisure activities in the local area. You give them the information and directions to the nearest open access leisure centre.

- **Refer a Child or Family**

If you think that by not accessing a particular service, a child's situation could deteriorate then a referral is appropriate. However, a referral is only the start of the process. You as the referrer have a responsibility to monitor that the service has been taken up and the child's situation has improved.

Sometimes you may need to draw on other support services, for example when an intervention has not achieved the desired outcomes and the child/young person requires more specialist or sustained support.

A specific gap in services to meet a need or any level of concern warrants follow up and monitoring to ensure there is no risk to children.

At the end of the conversation both parties must be clear about the outcome and the next course of action.

## **2) Professional Differences**

Where there are any professional differences about a particular decision, course of action or lack of action you should consult with a Senior Manager within your own organisation about next steps.

[Resolving Interagency Disagreements Guidance](#)

## **3) Recording**

Well kept records about work with a child and his or her family provide an essential underpinning to good professional practice. Records should be clear, accessible and comprehensive, with judgements made and decisions and interventions carefully recorded. Where decisions have been taken jointly across agencies, or endorsed by a manager, this should be made clear.

You should record your decision and the reasons for it, whether or not you decide to share information. If the decision is to share, you should record what information was shared and with whom.

You should work within your agency's arrangements for recording information and within any local information sharing procedures in place. These arrangements and procedures must be in accordance with the Data Protection Act 1998

# BEHAVIOUR MANAGEMENT POLICY.

Behaviour management policy statement of:

**The Avenues Nursery with Kids Club.**

The Avenues Nursery with Kids Club believe that children thrive best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

We encourage independence within boundaries of acceptable behaviour.

Our aims are:

- To teach children to behave in socially acceptable ways, and
- To develop children's awareness of the needs and rights of others.
- To respect and show awareness of cultural differences regarding interactions and acceptable behaviour.
- To provide a positive role model of behaviour by treating children, parents and one another with friendliness, care, courtesy and respect.

Written on 14<sup>th</sup> May 2014

Review date: 17<sup>th</sup> February 2015

Review date: 24<sup>th</sup> March 2016

Review date: 23<sup>rd</sup> February 2017 – no changes made

**Next review date: February 2018**

The Avenues Nursery with Kids Club encourages all children to:

- Behave in a courteous and helpful manner towards each other and ourselves.
- Take care of the belongings of the nursery/kids club and those of other children.
- Listen to others point of view.
- Refrain from physical and verbal argument.
- Develop an awareness of appropriate behaviour in different situations and environments.

The Avenues Nursery with Kids Club will reinforce positive behaviour by:

- Rewarding children with stickers or stamps.
- Encouraging and praising positive behaviour.
- Setting appropriate boundaries that the children are aware of.
- Demonstrate good behaviour through stories, role play etc.
- Promoting an environment where children can care for their surroundings.
- Supporting children in respecting other people's thoughts and feelings and support children in developing turn taking skills.

- Creating a positive environment where all children are felt valued and welcome.
- Practitioners acting as positive role models, displaying calmness and control when dealing with difficult situations. Practitioners should NOT smack, shake or shout at the children.

When children are displaying inappropriate behaviour on a regular basis, practitioners will discuss with the room key worker/EYP/manager to devise appropriate strategies to help the child overcome inappropriate behaviour. Practitioners should speak to the child's parents to involve them in this process so that strategies can be followed up at home as well as at nursery.

Please remember that children should not be classed as 'naughty' and this word should not be used.

### Children under three years old

We recognise that very young children are unable to regulate their own emotions, such as fear, anger or distress and require sensitive adults to help them do this.

Common behavioural problems of young children include tantrums, biting or fighting. Practitioners should ensure that they are calm and patient and offer comfort to intense emotions, helping children to manage their feelings and talk them to help resolve issues and promote understanding.

### Rough and tumble play and fantasy aggression

Young children often engage in play that has aggressive themes – such as superhero and weapon play; some children appear pre-occupied with these themes but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing using appropriate strategies.

- We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or 'aggressive'.
- We will develop strategies to control play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.
- We recognise that fantasy play also contains many violently dramatic strategies – blowing up, shooting etc. and that themes often refer to 'goodies

and baddies' and as such offer opportunities for us to explore the concepts of right and wrong.

- We are able to tune in to the content of the play, perhaps to suggest alternative strategies for heroes and heroines, making the most of 'teachable moments' to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

### Hurtful behaviour

We take hurtful behaviour very seriously. Most children under the age of five will at some stage hurt or say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'. For children under five, hurtful behaviour is momentary, spontaneous and often without cognisance of the feelings of the person whom they have hurt.

- We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them.
- We will help them to manage these feelings as they have neither the biological means nor the cognitive means to do this for themselves.
- We understand that self management of these emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.

Therefore we help this process by offering support, calming the child who is angry as well as the one who has been hurt by behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.

- We do not engage in disciplinary responses to a young child's rage as that will have the opposite effect.
- Our way of responding to pre-verbal children is to calm them through holding and cuddling. Verbal children will also respond to cuddling to calm them down, but we offer them explanation and discuss the incident with them to their level of understanding.
- We recognise that young children require help in understanding the range of feelings experienced. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling.
- We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact on others feelings.

- We help young children develop pro-social behaviour, such as resolving conflict over who has the toy.
- We are aware that the same problems may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.
- We support social skills through modelling behaviour, through activities and stories. We build self esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.
- We help a child to understand the effect that their hurtful behaviour has had on another child; we do not force children to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.
- When hurtful behaviour becomes problematic, we will work with parents to identify the cause and find a solution together.
- Where this does not work we will use the Code of Practice to support the child and family, making the appropriate referrals to a Behaviour Support Team where necessary.

## Biting

We want to ensure that every child is safe while in our care. Our policy provides an environment that encourages and promotes cooperative interaction, respect for others, and non-aggressive problem solving between the children. Biting is a normal stage of development for young children who are teething and are still developing their language skills. It is usually a temporary condition that is most common between thirteen and twenty four months of age.

For health and safety concerns, we take biting seriously. When it happens, it's very scary, frustrating and stressful for children, parents, and practitioners. It is also not something to blame on children, parents or practitioners and there are no quick and easy solutions to it. Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behaviour that is often hard to extinguish because it does achieve results: the desired toy, excitement, attention etc. Knowing that the effect of their biting will hurt another person is not yet a part of a child of this ages mindset, so the 'cause effect' relationship is not internalized. Our practitioners plan activities and supervise carefully in order for biting not to happen. There are times, however, when everyone cannot be within immediate reach to prevent a bite.

Our policy for handling a biting incident is as followed:

- The biter is immediately removed from the group with a firm NO. The bitten child is consoled and the bitten area washed with water. If necessary, ice is applied to reduce any swelling or bruising. The biter is not allowed to return to play and is talked to on a level that he/she can understand, and then redirected to another area of play.
- A written accident form is given to the bitten child's parents, the name of the biter is not displayed on the accident form and not revealed to the bitten child's parents as it serves no useful purpose and can make an already difficult situation more difficult. The parent of the child who has bitten is also informed at the end of the day.
- We work with each biting child on resolving conflict or frustration in an appropriate manner.
- We try to adapt the environment and work with parents to reduce any child stress.

We try to make every effort to extinguish the behaviour quickly and to balance our commitment to the family of the biting child to that of other families.

#### Children over the age of 5.

Whist in the Kids Club we expect children to:

- Use socially acceptable behaviour
- Comply with the Kids Club rules.
- Respect one another, accepting differences of race, gender, ability, age and religion.
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities.
- Ask for help if needed.
- Enjoy their time at the club.

Positive behaviour is encouraged by:

- Practitioners acting as positive role models.
- Praising appropriate behaviour.
- Offering a variety of play opportunities to meet the needs of the children attending the club.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Practitioners at the kids club will try to determine the cause of triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour:

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Practitioners will discuss why the behaviour displayed is deemed inappropriate.
- Practitioners will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Practitioners will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the appropriate behaviour appears to be a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Practitioners will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- Under no circumstances will the practitioners use or threaten to use physical punishment on a child.

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the club may decide to exclude the child in accordance with our suspensions and exclusions procedures. The reasons and processes involved will be clearly explained to the child.

Physical intervention will only be used as a last resort, when practitioners believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property.

If a member of staff has to physically restrain a child, the manager will be notified and an incident record will be completed. The incident will be discussed with the parents/carer as soon as possible.

Suspension and exclusion from the kids club.

The Avenues Kids Club is committed to dealing with negative behaviour to dealing with negative behaviour in a non-confrontational and constructive manner.

Whenever possible, disruptive or challenging behaviour will be tackled collectively between staff, parents and children in the club.

However:

The Club may need to ask for a child to be withdrawn from their group if their behaviour is continually dangerous to the child themselves or other children, or if their behaviour is continually disruptive to other children.

Unacceptable behaviour will be discussed with the child and strategies developed to avoid a repetition of the incident.

The staff will also discuss their concerns with the parents/carers so they could work together towards a more desirable behaviour pattern.

Details of all warnings, suspensions and exclusions will be recorded and kept on record.

All staff will be made aware of any warnings given to a child. As a last resort, the club has the right to temporarily suspend or permanently exclude a child in the event of persistent and irresolvable unacceptable behaviour.

If a child should need to be withdrawn from the club the parent/carer will be entitled to a verbal and/or written explanation of the issue and subsequent action.

When a suspension is over and before the child is allowed to return to the club, there will be discussion between staff, the child and their parent/carer, setting out the conditions of their return.

**IF YOU HAVE PROBLEMS MANAGING A CHILD DO NOT STRUGGLE ON YOUR OWN – ASK FOR HELP.**

# Collect your children on time.

Please note that the nursery closes at 6pm and parents must ensure that their child is collected before this time.

A late collection fee of £5 for every 5 minutes late will be applied for those parents who do not collect their children on time.

Please note that we do understand sometimes that lateness cannot be avoided due to exceptional circumstances and would appreciate parents informing the nursery if they are going to be late. Please ensure that every effort is made to ensure that your child is collected on time.

Thank you

