

Bloomers
day nursery



Policies and Procedures

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CHILD PROTECTION AND SAFEGUARDING POLICY

All members of staff, including volunteers, agency workers, and temporary workers are asked to read this document carefully prior to working with children at Bloomers Day Nursery.

At Bloomers Day Nursery we intend to create an environment in which children are safe from abuse, and any suspicions of abuse are promptly and appropriately responded to. We will endeavour to promote children's awareness of their own safety.

The purpose of this policy is to keep all children safe while they are in our care at Bloomers Day Nursery.

Bloomers Day Nursery operates in line with The Prevent Duty Departmental advice for schools and childcare providers.

Code of Practice

As an Early Years setting, we aim to keep children safe by adopting the highest possible standards and taking all reasonable steps to protect children from harm.

The purpose of this Child Protection Policy is to set a clear protocol of action and a framework of our responsibilities and legal duties in relation to children under our care in the nursery setting. The hope is to ensure a reliable and effective response in the event of any concern for children under our care in the nursery setting. We also want to provide welfare, and to support children and families that come to the nursery setting.

The aim of the staff is to put children's needs first at all times. We hope to encourage children to be confident and assertive; we also want to develop a trusting and respectful relationship with the children in our care, so that they know they will be listened to and believed.

This Child Protection Policy complies with all relevant legislations and other guidance or advice from the Local Safeguarding Children Board.

This Child Protection Policy adheres to the following concepts from the UN Convention on The Rights of the Child:

- **Non-discrimination** - All the rights apply to all children equally regardless of their race, sex, religion, language, disability, opinion or family background. (Article 2)

**5 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

- **Best interests of child** - When adults or organisations make decisions which affect children, they must always think first about what is best for the child. (Article 3)
- **The child's view** - Children have the right to say what they think about anything which affects them. When courts or official organisations make decisions which affect children, they must listen to what children want and feel. (Article 12)

Staff Responsibilities

All staff members have a responsibility to ensure the highest quality of care for the children in the nursery. Staff must ensure that they develop a good partnership with parents or carers in order to ensure a continuity of care between the home and the nursery setting. Staff must ensure that they share information regularly with parents/carers concerning their children.

Staff members are responsible for ensuring that all accidental injuries and any health problems a child has suffered whilst in their care is reported and recorded accurately on accident forms. It is vital that staff keep written records of all accidental injuries which occur at home, away from the nursery settings. All parents/carers are made aware that accidents at home must be reported. All records would be signed and dated.

All children's records are kept for a period of three years, as recommended in the OFSTED handbook.

Definition of Abuse

There are many different types of abuse. Children can be abused by an adult's direct actions (e.g., beating a child) or because of an adult's inactions (e.g., not feeding or bathing a child), and even by an adult's indirect actions (e.g., domestic violence, addiction, etc.).

Children can be abused by adults as well as by other young people or children.

The authorities will be notified if any professional suspects that a child is either suffering or at risk of suffering significant harm.

Sometimes a single traumatic event constitutes 'significant harm' to a child; and, sometimes, a build-up of concerns or a series of incidents over time also gives rise to 'significant harm'.

The law recognises the following categories of abuse under the Children Act (1989):

Physical

- Where adults physically hurt or injure a child by hitting, shaking, squeezing, burning, biting, etc
- Giving children alcohol, inappropriate drugs or poison is also considered physical abuse

Sexual

- Where adults use children to meet their own sexual needs
- This might be full intercourse, masturbation, oral sex, anal intercourse or fondling
- Showing children pornography and using sexualised language with children is also sexual abuse

Emotional

- Where there is a persistent lack of love and affection that damages children emotionally
- Being constantly shouted at, threatened or taunted can make a child very nervous or withdrawn
- Conveying to the child that they are worthless
- Not giving the child the opportunities to express their views, making fun of them or silencing their views.
- Overprotection, limitation of exploration and learning, or preventing normal social interaction
- Seeing or hearing the ill-treatment of another
- May involve serious bullying (including cyberbullying)
- Causing children 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

Neglect

- Where adults fail to meet a child's basic needs, for example for clothing or food
- Children might also be left unsupervised and alone
- Sometimes adults fail or refuse to give children their love and affection
- Neglect of or unresponsiveness of a child's basic emotional needs.
- Neglect may occur during pregnancy as a result of maternal substance misuse.
- This may involve a parent or carer failing to:
- Ensuring access to medical care or treatment.
- Protecting a child from physical and emotional harm

Responsibilities

<p><i>Training</i></p>	<p><i>Child Protection</i></p>	<p><i>Allegations</i></p>
<ul style="list-style-type: none"> • Management would ensure that staff are responsible to undergo regular training in safeguarding children and child protection (every two years) • Staff are able to access training every two year to ensure that they can recognise the signs of abuse and neglect and how to respond appropriately. 	<ul style="list-style-type: none"> • If any staff becomes concerned that a child might be at risk of abuse, it is our legal duty to pass on our concerns to the appropriate professionals who can assess what action, if any, is in the best interest of the child 	<ul style="list-style-type: none"> • We have a legal duty to contact OFSTED if an allegation of abuse is made against any member of staff, or against anyone employed (whether paid or unpaid) • We will inform the Local Authority Designated Officer (L.A.D.O.) when an allegation is made against a staff
<p><i>Good Communication</i></p>	<p><i>Confidentiality</i></p>	<p><i>Registration Requirements</i></p>
<ul style="list-style-type: none"> • We aim to build a good relationship with parents and carers to ensure that we can provide a good continuity of care between the child's home and our care • We also endeavour to work with the family to protect their children 	<ul style="list-style-type: none"> • We maintain appropriate boundaries with regard to confidential information regarding your child • However, we cannot keep any information to ourselves if we believe that someone may be at risk of harm – and may need to inform another professional • We keep confidential records on children for a period of three years 	<ul style="list-style-type: none"> • We have made the setting safe for children, according to the requirements set out by OFSTED and the <i>Statutory Framework for the Early Years Foundation Stage (Department for Education)</i>. • We work under the guidelines of 'Working Together to Safeguard children' and the 'Prevent Duty guidance for England and Wales' (2015).

Responsibilities (continued...)

<i>Accident/Injury Book</i>	<i>Police Check</i>	<i>Photography</i>	<i>Intimate Care</i>
<ul style="list-style-type: none"> • If your child develops any health problem or suffers an injury during the time that she or he is in our care, we will keep a record of the event and inform you about it upon collection of your child, or immediately by phone, in the event of an emergency. We will both log, sign and date the incident. • You must tell us if your child has sustained an injury out of our care so that we can log it and both sign and date it 	<ul style="list-style-type: none"> • All staff has recent and clean enhanced Disclosure and Barring Service (DBS) - this is required for any professionals who work with children • Anyone employed by us, paid or unpaid, including frequent visitors, have a recent and clean DBS checks and up to date references covering a minimum of two years period or more. • We do not allow any member of staff who has not been DBS checked to have unsupervised contact with children being cared for. 	<ul style="list-style-type: none"> • Taking and displaying pictures of children playing and involved in tasks can be affirming and validating. • Staff are not allowed to mobile phones while working. • Parents, Carers and visitors are reminded that they are not permitted to keep mobile phones in pockets/bags untill after they have collected their children. • We will seek your written permission prior to photographing or filming children in our care and will state the precise circumstances in which they will be photographed and filmed 	<ul style="list-style-type: none"> • We will agree the nature and frequency of the intimate care that your child receives in our care prior to your child remaining in our care. • Examples of intimate care include going to the toilet, changing nappies, and bathing • We will encourage children at all development stages to strive for independence.

Managing children's behaviour	Staff Behaviour	Online Safety	Female Genital Multilation (FGM)	Prevent Duty
<ul style="list-style-type: none"> • All staff are responsible for managing childrens behaviour. • As part of our 'Managing behaviour' policy will not carry out corporal punishment s on children and will discourage parents and carers from doing so. • Under no circumstanc es will staff threaten or use corporal punishment s on any of the children in our care. 	<ul style="list-style-type: none"> • Staff are expected to behave in a professional manner at all times and to act as positive role models at all times. • All staff will adhere to Bloomers Day Nursery Staff Behaviour policiy. • Staff will not use corporal punishment . Where physical intervention has been used (To protect a adult/child from harm) 	<ul style="list-style-type: none"> • We will ensure the appropriate safe use of all electronic equipment. • Appropriate filters will be put in place. • Senior staff will oversee the safe use of electronic media by all staff & children and take action immediatley , if there are concerns about bullying or risky behaviours. • All staff will adhere to our E-Safety Policy 	<ul style="list-style-type: none"> • All staff are aware that FGM is illegal and a form of child abuse. • Staff are aware of their duty to report to Designated Lead Safeguardin g Officer who will inturn report it to the police as per the Serious Crime Act 2015. • This is in addition to our FMG policy. 	<ul style="list-style-type: none"> • Our duty as childcare providers is to be able to identify and protect any children who may vulnerable to radicalisatio n. • All staff employed by Bloomers Day Nursery are aware of their duty to report any concerns under the prevent duty to their Designated Safeguardin g Lead

Allegations

All staff at Bloomers Day Nursery have a legal responsibility to report concerns about professional conduct of colleagues whose behaviour might harm a child. All staff are aware of how to identify and respond in a timely appropriate way to any inappropriate behaviour displayed by other members of staff, or any other person working with children e.g. inappropriate sexual comments, excessive one-to-one attention or inappropriate sharing of images. Any allegation against a member of staff should be given consistent and fair consideration.

Working Together to Safeguard Children (2006): *'We all share a responsibility for safeguarding and promoting the welfare of children & young people'* (2.2). An allegation is information or a concern which suggests that an adult working with children and young people has:

Behaved in a way that has harmed, 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 that he or she is unsuitable to work with children

All allegations against staff will be dealt with quickly and effectively, in a manner that ensures that the child is protected and support is given to the person who is the subject of the allegation.

What happens if an allegation is made against me or another member of staff?

Complaint is made directly to Senior Manager when reporting alleged inappropriate or harmful behaviour towards children. If the Senior Manager is the subject of the allegation, it should be reported to a designated alternative .

Senior Manager considers alleged behaviour:

- * Behaved in a way that has harmed or may have harmed a child?
- * Possibly committed a criminal offence against or related to the child?
- * Behaved in a way that indicates they are unsuitable to work with children?

If allegation continues to cause concern, the parent and/or the Senior Manager will contact the Local Authority Designated Officer (L.A.D.O.) &

Inform OFSTED

At the discretion of the Senior Manager, the member of staff may be suspended until outcome of Strategy Meeting/Investigation(s)

STRATEGY MEETING

Discussion and decision about course of action

Police Investigation

Assessment by Social Care

Employer's Action (if relevant)

If the allegation is substantiated and the employee is dismissed or resigns: DBS is to be informed

Child Protection Procedures



Allegations against staff

Bloomers Day Nursery's top priority is to keep the children safe. Unfortunately, child abuse does occasionally take place in day care settings, so we have introduced this separate policy that contains the procedures which will be undertaken if an allegation is made against a member of staff. This complies with both the Early Years Foundation Stage (2012) and Safeguarding Children Board Procedures (2007)

Definition of Staff Allegation: Concerns about staff practice and safeguarding issues.

What happens if an allegation of abuse is made against a member of staff in the Setting?

- If anyone makes an allegation of abuse against a member of our staff, The Nominated Safeguarding Child-protection Adviser (NSCA) Yemi Ejoh will need to be informed immediately and she will contact the Local Authority Designated Officer (LADO). In the absence of The Nominated Safeguarding Child-protection Adviser (NSCA) Yemi Ejoh, the deputy manager Hayley Avis will deputise for Yemi Ejoh. The Local Authority Designated Officer (LADO) will assess whether the allegation reaches the threshold for referral to Police/Children's Social Services and advise accordingly regarding further action to be taken in respect of the child and the member of staff.
- The Nominated Safeguarding Child-protection Adviser (NSCA) will complete the attached form for recording allegations or complaints made against staff.
- The Nominated Safeguarding Child-protection Adviser (NSCA) will not discuss the allegation with any members of staff, or with any member of staff concerned, unless advised to do so by the Local Authority Designated Officer (LADO).
- **All staff need to be aware that it is a disciplinary offence not to report concerns about the conduct of a colleague that could place a child at risk. When in doubt – consult.**
- If an Allegation is made against the Manager Yemi Ejoh. It will be reported to Mr Pedro Okoro our Nursery Advisor immediately on 07961191593 who will then refer it to the LADO.

The Prevent Duty

The Prevent duty Departmental advice for schools and childcare providers, Department of Education, July 2015:

‘From July 2015,’ all schools, registered early years childcare providers and registered later years childcare providers (referred to in this advice as ‘childcare providers’) are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism.’

Our duty as childcare providers is to be able to identify and protect any children who may vulnerable to radicalisation.

All staff employed by Bloomers Day Nursery are aware of their duty to report any concerns under the prevent duty departmental advice for schools and childcare providers.

The Department for Education has dedicated a telephone helpline (020 7340 7264) to enable staff and governors to raise concerns relating to extremism directly. Concerns can also be raised by email to counter.extremism@education.gsi.gov.uk

This policy is to be used in conjunction with our Child Protection and Safeguarding Policy.

Information Sharing

The Data Protection Act 1998 is not a barrier to sharing information – it simply provides a framework to ensure that information is shared appropriately. It reinforces common sense rules of information handling, and helps us strike a balance between the many benefits of public organisations sharing information and maintaining safeguards and privacy of the individual.

Seven Golden Rules for Information Sharing (*Information Sharing*, 2015)

1. Remember that the Data Protection Act is not a barrier to sharing information
2. Be open and honest
3. Seek advice if you are in any doubt

**15 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

4. Share information with consent, where appropriate
5. Consider safety and well-being
6. Necessary, proportionate, relevant, accurate, timely & secure: ensure that the information you share is necessary for the purpose for which you are sharing it, is only shared with people who need to have it, is accurate and up-to-date, is shared in a timely fashion, and is securely shared
7. Keep a record of your decision and reasons for it – whether to share information or not

Domestic Violence

Wherever domestic violence is suspected in a home where a child is resident, we have a duty under the London Child Protection Procedures, to refer this information to Hackney Social Care services.

The Hackney Child Wellbeing Framework for Children and Families with support needs

We work with children who have additional needs before they meet the threshold that demands a child protection referral. At Bloomers Day Nursery, we can support these children by working with other relevant professionals.

The *Hackney Child Wellbeing Framework* focuses upon children and family needs, not thresholds for services. It does, however, attempt to give an indication of what might be a suitable approach to responding to children and family needs by defining three levels:

Universal – a response by universal services, often working individually

Universal and Universal Partnership Plus – a response by universal services working together in universal settings and sometimes bringing additional targeted resources into a multi-agency partnership plan to both assess and address concerns

Complex/high risk – a response that requires high level specialist services, often governed by statutory frameworks, to take the lead role

Some of the targeted services that can support universal services include family support services, First Steps, SEN, behaviour and educational support, speech and language therapy.

When needs are sufficiently intense or numerous to require a Universal Plus or Universal Partnership Plus response, this will often require a written plan as part of the Common Support Framework, so that the family and all workers involved are aware of what outcomes we hope to achieve, who is responsible for the actions to achieve them and how we will know when we are successful.

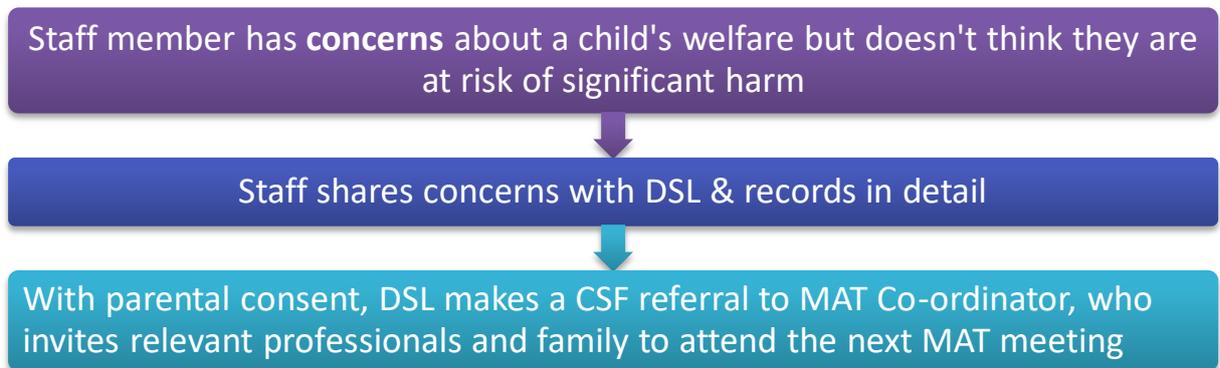
When children and families have complex needs or are high risk, specialist support will sometimes be provided by Children's Social Care. These are often situations where the child is at risk because of deficits in parenting or carer capacity.

It is important to remember that each child and family will have a distinctive set of needs and strengths. The Hackney Child Wellbeing Framework is a guide and is not intended to replace professional knowledge, experience and discretion.

Staff at Bloomers Day Nursery should be alert to the likely cumulative effect on children and young people of multiple concerns and consider whether the presence of numerous indicators (about the parenting being provided) amounts to the child's needs being neglected.

Bloomers Day Nursery can access support through the area Strategic Children's Centre which coordinates fortnightly at Multiagency Team (MAT) meetings.

**17 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**



Important Contacts in Hackney

<p>Our Nominated Designated Safeguarding Lead</p>	<p>Name: Yemisi Ejoh (Manager) Phone: 02085335656 / 07951483922</p>
<p>Deputy Designated Safeguarding Lead</p>	<ul style="list-style-type: none"> Name: Hayley Avis (Deputy Manager) Phone: 0208-533-5656/ 07951483922
<p>Our Named Senior Member of Staff for Allegations Alternative Member of staff</p>	<ul style="list-style-type: none"> Name: Yemi Ejoh(Manager) Phone: 02085335656 / 07951483922 Name: Mr Pedro Okoro Bloomers Day Nurseries Limited Adviser: 07961191593
<p>Children's Social Care Services</p>	<ul style="list-style-type: none"> Access & Assessment Line: 020 8536 5500 Out of Hours: 020 8356 2710/2346
<p>NSPCC</p>	<ul style="list-style-type: none"> 24-hour Helpline: 0808 800 5000 For confidential advice and NSPCC can also take statutory Child Protection action
<p>OFSTED</p>	<ul style="list-style-type: none"> 0300 123 4666 Email: enquiries@OFSTED.gov.uk
<p>The Learning Trust</p>	<ul style="list-style-type: none"> Safeguarding Children Adviser: Nikki Baird 020 8820 7276
<p>DBS</p>	<ul style="list-style-type: none"> www.gov.uk/dbs
<p>Hackney & City Local Safeguarding Children Board</p>	<ul style="list-style-type: none"> If you have serious concern about a child: 02083565500 0208 3564183 Email: chscb@hackney.gov.uk

London Borough of Hackney
Prevent Duty Officers

- Telephone: 0208 356 8104
- Email: prevent@hackney.gov.uk

Our Mobile Phone policy, Photography policy, E-Safety Policy reinforces our Child Protection Safeguarding Policy. Please see each policy for further information.

Female Genital Mutilation (FGM)

At Bloomers Day Nursery our priority is to protect all child in our care, we have a robust and rigorous safeguarding procedure and protecting children in our care is paramount. The safeguarding officer and all members of staff are responsible to adhere and follow these policies.

Female genital mutilation (FGM) is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done.

FGM is carried out for various cultural, religious and social reasons within families and communities in the mistaken belief that it will benefit the girl in some way (for example, as a preparation for marriage or to preserve her virginity).

Girls are sometimes taken abroad for FGM, but they may not be aware that this is the reason for their travel. Girls are more at risk of FGM being carried out during the summer holidays, as this allows more time for them to "heal" before they return to school.

It is illegal in the UK and is child abuse.

It is an offence to:

- perform FGM (including taking a child abroad for FGM)
- help a girl perform FGM on herself in or outside the UK
- help anyone perform FGM in the UK
- help anyone perform FGM outside the UK on a UK national or resident
- fail to protect a girl for whom you are responsible from FGM

What to do if you think someone maybe at risk from FGM

If someone is in immediate danger, contact the police immediately by dialling 999.

If you're concerned that someone may be at risk, contact the NSPCC helpline on 0800 028 3550 or fgmhelp@nspcc.org.uk.

If you're under pressure to have FGM performed on your daughter, ask your GP, health visitor or other healthcare professional for help, or contact the NSPCC helpline.

For further information please visit:

<http://www.nhs.uk/Conditions/female-genital-mutilation/Documents/2905942-DH-FGM-Leaflet-English.pdf>

ADMISSIONS POLICY

Bloomers day Nursery caters for children from the age of four months till the age of five years old.

It is our intention to make Bloomers Day Nursery as accessible as possible to children and families. In order to accomplish this, we will:

- Ensure that the existence of the nursery is widely known in all local communities by advertising the nursery in places where parents/carers will be able to see it and access the relevant information.
- Ensure that our Equal Opportunities Policy is widely known.
- Ensure we are flexible about attendance patterns so as to accommodate the needs of individual children and families.
- Prior to a child's attendance at Bloomers Day Nursery, the parents/carers must complete and sign a registration form. This provides the Nursery with the following vital information:
 - Name, address and date of birth.
 - Starting date and number of sessions required.
 - Name, address and contact numbers for the parents/carers
 - Emergency contact details
 - Any allergies or special dietary requirements.
 - Details of the child's doctor
 - Illness and inoculation details and records up to date.
 - Parental consent for emergency procedures.
 - Parents/carers will also be asked to provide the Nursery with any further information which they feel will enable us to take the best care of their children. This could include particular likes and dislikes in food, comfort objects etc.

Special needs Policy

Children with special educational needs are given equal consideration for admission to Bloomers Day Nursery. Bloomers Day Nursery has a dedicated Special Educational Needs Coordinator who is trained with SEN needs and is working to support children with Special educational needs. Our current S.E.N.C.O is Jacqueline Smith. Bloomers Day Nursery has access to disability awareness training via Hackney early year's team. Our S.E.N.C.O works in conjunction with our Area S.E.N.C.O.

Staff Ratio

Our ratio in each room is kept in guidance with, ‘Statutory framework for the early year’s foundation stage setting’ from the Department of Education.’

Our ratios are:

Baby Room: One member of staff: Three babies under the age of 2 (1:3)

Toddler Room: One member of staff: Four Children aged 2-3 years (1:4)

Pre-School: One member of staff: eight children age 3 years + (1:8)

There must be one qualified (Level 3 in Childcare) member in each room at all times.

1 qualified member of staff: 1 Apprentice/unqualified member of staff in each room at all times.

Staff communicate frequently communicate with each other to ensure that the ratio within the nursery is kept.

The number of children that attend our setting will be strictly regulated so that the legally permitted numbers will not be exceeded.

SETTLING IN POLICY

Going to nursery can be a big step for both the child and their parent/carer; we therefore wish to support the family by offering a settling in period.

Essential to any settling in period is the welfare and emotional stability of the child, which is why we encourage parents to come into the nursery and spend some time here before the child is taken into the care of the staff team. Arrangements will be made for several short visits to the nursery, with a parent/carer staying to reassure the child.

The parent/carer and their child are required to make a pre-start visit to the nursery at least four times before the actual start date. This will be for periods progressing each day in hourly increments (from one hour, to two hours, to three hours etc.).

Every child attending the nursery will have a Key Person, as previously mentioned. The Key Person will seek to develop a sensitive and responsive relationship with the child and the parent/carer during this period and also access the child's individual needs. The Key Person will work in partnership with the parent/carer to settle the child into the nursery environment.

Once it has been agreed that the child is becoming familiar with the nursery environment, the subsequent visits will involve the parent/carer leaving the child for a short period. This will then be built up until the child is more confident being away from their parents/carers.

Each child will be different when being settled into the nursery environment, with some children settling more quickly than others. The key message is that parents/carers will know when their child is ready to take further steps within the settling in process and our staff are always here to help make it as stress free as possible.

We also recognise that it is vital for parents/carers to share their knowledge about their child's individual needs, likes, dislikes, and preferred routines with the staff.

Our managers recommend:

- When your child begins at the nursery. Please tell us any routines and habits your children have, from waking up early to going to bed. This will help us familiarize ourselves with your child better from the start and help make the drop off easier for both the parent or carer and the child.
- Bloomers Day nursery operates under an open door policy which means that as a parent or carer if you have any queries, please ask! This will allow you to be confident of the care we will provide for your child.

POSITIVE BEHAVIOUR POLICY



Learning to be me

Behaviour is a mirror in which everyone displays their own image

We believe that children need to be able to manage their own behaviour "intrinsically", i.e. through self-management, rather than "extrinsically", i.e. through the constant input and direction of others. Therefore, we must support children to this aim and not "punish" or "penalise" them. What we want them to learn is to develop the skills, knowledge and attitudes to become autonomous in making good judgements and choices in relation to others. We know this will have positive effects on their future lives.

We want our children to like themselves

We want other people to like them

We want them to like other people

This policy describes the way in which all children's behavior at the Bloomers Day Nursery will teach children the skills described above. It identifies the kind of behaviors we would wish children to demonstrate and strategies to help them to achieve this. It reflects the commitment of all staff caring for individual children, finding appropriate ways to support a child when necessary, and extending the child's social and emotional development

A calm orderly environment is essential if children are to learn most effectively. It is the responsibility of the nursery to provide that consistent environment so that the children and practitioners can make the best use of time, interaction and quality care. At the same time, we want the children to feel able to select activities and resources for themselves and lead their own play and learning.

We also recognise that there will be children who need a personalised approach to their specific behavioural needs. In some cases, this will mean that the sanctions, stages and rewards are not the most appropriate means of dealing with their behaviour and other programmes of intervention and support may be used in conjunction with specialist and external agencies.

The importance of taking a multi-agency approach to behaviour management is central. Following the introduction of the EYFS 2012, we as a nursery recognise the lead we may be required to take in consulting and communicating with other agencies.

The chief aims of our approach to behaviour are:

- The maintenance, encouragement and promotion of good behaviour wherever possible
- The shared and agreed identification of what we consider to be unacceptable behaviour
- Agreed sanctions where rules are broken
- A firm, consistent approach across the nursery
- An opportunity at every stage for children to make amends and redeem themselves
- The involvement of parents at every stage
- A shared understanding of what will happen if we need to use physical restraint with a child, ensuring we follow statutory guidance framework

Positive Relationships

Staff at Bloomers Day Nursery strongly believe that in order to create a positive learning environment for the children, it is important that we establish positive relationships with both children and parents/carers and alike. This can be achieved by establishing positive communication patterns between staff, children and parents/carers so that we all can work towards a common set of expectations for behaviour. We will do this by implementing the following practices:

Code of Behaviour

- Be kind and friendly
- Be helpful and thoughtful
- Keep yourself and others safe.

The code of behaviour applies to everybody at Bloomers Day Nursery, including parents/carers and staff. The rewards that we want the children to enjoy from such behaviour are the benefits of belonging to a community, and the active support and joy that brings - in other words, inclusion.

‘It's nice to be nice’ we have a better and more fulfilled life by acting and behaving well towards each other (and knowing how to cope when other people don't behave well towards us).

- All staff will be working actively to build up good relationships with the children and their main caregivers. We will offer training to all staff on managing children's behaviour and will ensure that they have the knowledge and understanding to set realistic expectations for children, which is appropriate to their stage of development.
- We recognize that customs and values for interacting with other people vary between cultures. Bloomers Nursery will therefore require all staff to be aware of and respect those used by all members of the community. We hope to promote greater understanding by actively inviting parents to share these values with the child's Key Person and the rest of the staff where possible.
- Our Deputy Manager Hayley Avis who will have overall responsibility for issues concerning behaviour. Hayley will be expected to keep herself up-to-date with legislation, research and thinking on managing children's behaviour; access relevant sources of expertise on managing children's behaviour as well as check that all staff receives relevant in-service training on managing children's behaviour.

Encourage Parent/Carer Involvement - please see Parent policy for further guidance

We hope parents/carers will feel able to:

- Inform us of any relevant changes to their circumstances which may affect their child's behaviour e.g. new baby, moving house, bereavement, divorce, separation or hospitalisation.
- Reinforce expectations of positive behaviour by talking to their child at home.
- Actively support staff at the nursery by implementing positive behaviour strategies.
- Be a positive role-model for their child
- Feel supported to find ways of managing behaviour that do not involve physical punishment

Building Self Esteem

In order for children to build relationships with other children and adults, it is essential that they have a positive image of themselves. Self-esteem is shaped not only by a child's own perceptions and expectations, but also by the perceptions and expectations of significant people in their lives: how they are thought of and treated by parents, teachers and friends.

Children are encouraged to learn through their mistakes without the worry of failing. This will be done by developing a differentiated curriculum for each individual child and offering plenty of opportunities for social interaction with the support of the child's key person. At our

nursery, we recognise that children will feel motivated and encouraged to learn and develop if their contributions are valued and their efforts are rewarded appropriately.

Key Person Role and their Key children

The Key Person's main role is to understand children's behaviour and supporting them. This includes being a positive model.

Behaviour is a form of communication. Often, the emotions and feelings behind challenging behaviour can have mitigating circumstances. Children have the right to feel angry, threatened, confused and worried, and we need to let them know this.

We also need to let children know that they are valued and cared for even when they are in the throes of powerful emotions. They will not always feel in control of themselves, which is a frightening feeling for children and adults alike.

Through the detailed knowledge of each individual child, their key person will build up a store of detailed information about their key children so that they are able to identify, and be sensitive to behaviour that may indicate a change in the child's mood or emotional stability. As part of our normal cycle of observations, we will regularly monitor the child's behaviour and track their progress in order to pre-empt and eliminate the unwanted behaviour, promoting positive behaviour. The tracking of their behaviour will help us to identify what may be a trigger for the child and when this may occur.

Staff will look at the child's body language to look for non-verbal indications of what the child might be feeling. This enables the staff to be in a better position to identify patterns of behaviour and to develop strategies appropriate to the needs of the child. Adults in the setting will need to find ways of reading these cues and making sense of them for any planned behaviour management. We will always work alongside parents to understand the children's behaviour.

Questions to consider for staff and with parents

- What is the age and developmental stage of the child?
- Have there been any recent changes, either big or small, in the child's life?
- How does the child let us know what they want or need?
- How well does the room organisation and planning support behaviour. E.g. is the child bored? Are they unable to take part fully in an activity because it is beyond their development stage or they are not interested? Do they have to wait for a long time for their turn?

Language Development

By encouraging language development, staff can help children to verbalise their fears and feelings. In other words, we need to name emotions - as in 'I can see you are feeling very angry... How can I help you?'

By accepting and listening to what the child says, the staff can help the children to better understand their own emotional response to important aspects of life such as feelings of loss, rejection, frustration, anger etc. Bloomers Day Nursery will work to create a safe environment where children are encouraged to talk about their feelings. By supporting children's language for their feelings it will help their emotional well-being at a later date. We will use recommended programmes to support emotional literacy such as, 'A Box Full of Feelings' and share our approach with parents/carers.

Setting Boundaries

Children need to have set boundaries for their own safety and the safety of their peers. Boundaries of acceptable behaviour need to be clearly established and communicated to the children in an effective manner. At Bloomers Day Nursery, we aim to set these boundaries in a way which helps the child to be aware of the effect of their behaviour on themselves, their environment and those around them.

Unacceptable behaviour is broadly defined as behaviour which demonstrates a lack of care and concern for other children, staff, parents/carers and any other visitors in the centre. It would include such aspects as ignoring or not considering another's feelings, or by deliberately causing harm to others or to their belongings. When children behave in unacceptable ways, we will help them to see what was wrong and how to cope more appropriately. Whole staff discussions of individual children ensure consistency across the centre, and keep all staff informed of developments. This will be taken in line with the child stage of development.

Bullying

It is important to recognise that incidents of bullying may take place, even in the Early Years. Bullying can be defined as when one child or a group of children causes feelings of fear or distress in another child, over which they have no power or control. It involves the persistent physical, verbal or emotional abuse of another child or children or it can be an incident where a child is deliberately excluded from the group. This can result in child not wanting to come to the setting, being isolated and withdrawn and having a low self-esteem.

It is important that staff and parents deal with incidents of bullying directly. To do this we will:

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- Intervene to stop the child harming the other child or children;
- Give reassurance to the child or children who have been bullied;
- Talk to the other child about the incident, make sure to maintain eye contact and use 'I' statements to convey how it makes us feel. We will explain to the child doing the bullying why their behaviour is inappropriate;
- Not label children who bully. We will work positively to help the child who has done the bullying to say sorry for their actions and make sure that children who bully receive praise when they display acceptable behaviour. We understand that all behaviour is a form of communication and if any level of bullying is suspected, observed or reported, we will work to understand possible causes for that behaviour. We recognise that young children are developing their personalities and social skills, and that sometimes conflict and clashes of personality often arise as children test the scope of their boundaries.
- Talk to the parents of all the children involved, and keep them informed of on-going strategies, improvements etc. When children have been bullied, we share what has happened with their parents, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving. When children bully, we discuss what has happened with their parents and work out with them a plan for handling the child's behaviour.
- Monitor the problem closely, using on-going behaviour management strategies with the child/ children involved.
- Discuss the nature of bullying and specific incidents at group time using persona dolls or puppets to help the children understand the issues.

Curriculum Provision

As an early years setting we implement the 'Early Years Foundation Stage' (EYFS) and the curriculum area of Personal and Social and Emotional Development outlines some expectations in terms of behaviour and moral development. We are able to support our teaching through such resources as posters, books and puppets for example, persona dolls, stories and role play that relates to feelings and unfairness. We create an environment to promote positive behaviour by organising the rooms to provide space, safety and freedom.

Staff are Nursery Practitioners who are able to use the guidance from the EYFS, to plan interesting and engaging activities that reflect children interests and developmental needs in order to minimise challenging behaviour arising from boredom or frustration. We will ensure there are sufficient activities and toys to reduce the waiting time and possible conflict situations. The activities are planned to support the children's developing social skills such as turn taking and sharing, and are organised in a way to reflect their age and stage of

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development, e.g. short waiting times with small groups, building up as the child makes progress in these areas.

Strategies used by staff

In order to encourage respect from the children and for the children to respect each other it is crucial that staff are very respectful in their day to day work with the children. It is important that staff start each day fresh with the children, without recounting previous incidents.

Good behaviour can be encouraged by praising positive behaviour

It is important to acknowledge the child when you have noticed a behaviour that fits positively with the code in our nursery. This can be a verbal or non-verbal message. Staff need to be specific and genuine when praising children's behaviour

Ignoring undesirable behaviour when appropriate

Sometimes it is best to ignore 'low level' behaviour. When a child is attention seeking, active ignoring can be effective as long as the child, staff and other children are not in any danger. Whilst actively ignoring the child's behaviour the member of staff can praise the other children for their appropriate behaviour near them. Children that are attention seeking crave attention whether it is positive or negative. They may need to be given this attention at a more appropriate time.

Making it clear that it is the behaviour that is undesirable not the child

Using 'I' statements is a good way of letting the child know what you are thinking and feeling. It looks at the behaviour, the effects it has and the feelings that the practitioner feels, for example: "When you poke him, I feel upset because I know it hurts".

'I' statements take the blame away from the child as it looks at the behaviour and the effect of that behaviour.

Helping children to choose correct behaviour

We need to recognise that children choose their behaviour. By allowing children to choose their behaviour we are helping them to take responsibility for their own behaviour. When offering children the choice we need to emphasise the 'right' choice that we expect and point out inappropriate behaviours as a poor choice with consequences, for example: "It would be really good choice for you to hang your coat up. You can leave it there but it might be trodden on". This helps to remove confrontational situations.

Strategies to avoid unnecessary confrontations

When asking a child to do something, call their name (pause whilst they turn around) then give them the instruction, thank them for carrying it out and then turn away. By doing this the child can carry out the instruction without the adult watching. This will help the child to feel that they have not lost and it becomes less confrontational without a member of staff watching.

Partial Agreement

If a Nursery Practitioner feels that they are in a confrontational situation with a child, you can offer to carry out the instruction for something that they had done well earlier, for example "I will pick up the apron as you did that lovely painting earlier". This will help to stop the confrontation without backing down.

Distract and Deploy

Nursery Practitioner will handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction, discussion or by withdrawing the child from the situation.

Thinking time and withdrawal of direct attention

This is different to 'time out'. It means a short spell away from other children and activities in the company of one adult who can provide space and calm to enable the child to come to terms with the situation. Here, the child needs to know:

- That such behaviour will always be stopped
- Why it is unacceptable to behave in such a way
- That the child is still wanted and valued
- That adult help will be available to help the child avoid such behaviour in the future
- That if the unacceptable behaviour arose from strong feelings of anger or frustration, there is nothing wrong with the feelings themselves, only the way in which they were expressed.

We also need to recognise that a child who has 'lost control' (by, for example, swearing, or throwing things) is demonstrating that they may be feeling any of a range of painful emotions. They may be scared, hurt, confused, angry, and anxious. It is important for staff to confirm their feelings and let them know that it is our job to help.

A child is asked to sit on a 'thinking time mat' by the adult for one or two minutes and should always be operated within the sight of other staff members. Children find it hard to talk about a situation when they are still angry so this gives the child a chance to calm down. It also gives the gives a member of staff the time to talk about the situation and to remind the child about boundaries and acceptable behaviour. The adult can also offer comfort to the child if the child is upset.

Alternatively, it could be arranged for the child to be supervised by a member of staff but will receive no direct attention for a period of time ranging from one to five minutes. They will remain with the supervising adult to give the child an opportunity to reflect on their behaviour.

To support staff practice and to ensure that this strategy is not indiscriminately used, all members of the Early Years team will receive behaviour management training so they are able to recognise the circumstances in which thinking time be used, and understand the importance of being consistent in deciding which behaviours merit it.

Strategies that will not be used

Staff will not use techniques intended to single out and humiliate individual children. They will never use physical punishment, such as smacking or shaking, nor are the children ever to be threatened with these. Staff will be advised not to shout or raise their voices in a threatening way in response to children's behaviour.

Staff will not give corporal punishment to a child or use physical intervention, unless they are averting immediate danger of personal injury to any person including the child. Therefore, practitioners can use reasonable force to prevent children from injuring themselves or others, or from damaging property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) will be brought to the attention of the Early Years Manager and will be recorded in the Incident Book. The parent/carer will be informed on the same day or as soon a reasonably practical and is asked to sign the Incident Book to indicate that they have been informed.

At Bloomers Day Nursery we use High/Scope conflict resolution strategies to support positive behaviour

1) Approach calmly, stopping any hurtful actions

- Place yourself between the children on their level
- Use a calm voice and gentle touch
- Remain neutral rather than take sides

2) Acknowledge Children's feelings

- You look really upset
- Let children know you need to hold any object in question

3) Gather Information

- What's the problem?

4) Restore the problem

- So the problem is

5) Ask for ideas for solutions and choose one together

- What can we do to solve the problem
- Encourage children to think of a solution

6) Be prepared to give follow up support

- You solve the problem
- Stay near the children

NUTRITION POLICY

We recognise the importance of encouraging children to choose healthy food options. Through our Nutrition Policy, we will support children and their parents/carers in developing a healthy approach to nutrition.

Children are offered fresh fruit alongside their breakfast, which comprises a variety of breakfast cereals, without extra sugar, and served with full fat milk at this age. The children are also offered toast, bagels, pancakes, waffles, muffins and croissants alongside their cereal if they wish.

Milk or water is served with the morning and afternoon snacks. Milk and water is also available to the children throughout the day. Milk is encouraged, but this is down to the choice and dietary requirements of the child and their parent/carers. We work closely with all parents/carers to ensure that the child needs are catered for.

A choice of two different types of fresh fruit is offered at morning and afternoon snack times. Snacks are optional for the individual child.

Meal times are not just about eating; they are about creating conversation, positive relationships and gaining knowledge and understanding. Every area of learning can be brought into meal times and this is encouraged to maintain learning and development. Children gain independence and social skills as well as language development.

Written information about a child with an allergy or special dietary requirement is displayed in the food preparation area and in the room where the child will be eating to ensure that all staff and volunteer helpers are aware of children's individual needs.

Please note that parents/carers must provide **healthy** snack and the following guidelines are to be observed:

- If any shop bought birthday cakes are received, these will be offered as a substitute pudding during either lunch or tea time at the Nursery;
- Children arriving in the Nursery with crisps, chocolate, sweets or chewing gum will have them returned to the parents/carers to take away. **Crisps, sweets, fizzy and sugary drinks are not allowed.**

Water is made available to the children at all times.

Menu

At Bloomers Day Nursery we are part of the Eat Better Start Better Scheme. We follow strict guidelines in order to give our children the best start in life.

There will be three meals a day, Breakfast served between 8.00am and 9.00am, Mid-morning snack which will consist of fresh fruits, a choice of milk or water, lunch at 11.30am for toddlers and two year olds and pre-school children. Tea is between 3.00pm and 3.30pm and consists of a hot meal and a dessert. Between 5.00pm and 5.15pm children will be given a snack. Drinks of milk, fresh water and juice are readily available. Babies will be fed on demand.

Babies Weaning

Babies who are being weaned have diets planned for them in partnership with parents and carers. Our aim is to provide as much fresh food as possible. We will puree our own fresh food from the daily menus provided. However, you may like to provide baby food of your own choice but it must be labelled with the child’s name. Parents are asked to consult with senior baby room staff to discuss the making up and refrigeration of baby milk as the setting has a policy that requires parents/carers’ consent to store milk feeds. Powder form of children’s milk formula is welcome.

This is an example of what foods we use when weaning babies in the baby room:

First Weaning	From 6 months	7-9 months	9-12 months	By 12 months
Food Served as				
Smooth Purees	Smooth Purees	Thicker mixtures with lumps and soft finger food	Mashed, chopped and minced foods	Mashed and chopped family foods and finger food
Introduce:				
Smooth cereals e.g baby rice	Soft cooked fruit and pulses	Soft cooked fruit and vegetables	Lightly cooked foods	All major allergenic foo
Soft cooked fruit – bananas, pears	Soft cooked vegetables	Mince meat and fish	Continue to introduce different foods to your baby	Only water will be given no fruit juices

OUTINGS/SUN SMART POLICY

Outside play and outings are crucial aspects of the positive developmental environment of Bloomers Day Nursery. The Nursery has a dedicated outdoor play area and we operate a policy of providing an enabling environment where children learn to use outside areas in all weathers. The awnings that were specially installed at the opening of the premises will protect the children from the elements.

Definitions

Outside Play covers children's use of the garden play area and the soft play area.

Outings cover use of the Nursery grounds and trips outside of the Nursery environment

Procedures for Outside Play

Before using the garden, a health and safety check is carried out to ensure that there are no faeces, or debris as well as ensuring that the fences are intact and that all boundary gates are fastened shut.

When the children are playing out in the sun, all children should wear sun cream and a hat. In winter they should wear clothing appropriate to the weather. Staff should follow the same procedures as the children.

Procedures for Outings

Parents/carers give permission on the nursery registration form for their children to be taken for walks within the Nursery grounds; any other outings require written permission for each trip. Where transport is needed on an outing, we use public transport. If the outing is away from the Nursery grounds a senior member of staff should always be present, for example, the Manager, the Deputy Manager or the Nursery Supervisor.

For outings, staff should take with them any equipment needed for the planned activities at the beginning of the outing. Basic equipment such as tissues, a mobile phone and the outdoor first aid kit should be carried with them at all times. First aid is always accessible at the Bloomers Day Nursery main building.

Extra staff will be taken along on outings in order to provide extra safety towards the children on their outings.

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In the case of outings which require transport a through risk assessment will be carried out to ensure the safety of children on their outing. The Nursery manager will ensure that the company used is reputable and licensed.

Sun Smart

We want children and staff to enjoy the sun safely. We will work with staff and parents/carers to achieve this. We will engage the children in activities such as stories, pictures, role-play and songs etc. in order to help them in their understanding of the need for sun protection.

When the weather is getting warmer we need to be aware of the need for sun protection as we continue to use outside areas as part of our nursery routine.

Please ensure that your child comes to the nursery in suitable clothes or with suitable clothes to change into.

Please ensure that the sun cream that is provided for the child is clearly named and has clear instructions for use.

NAPPY CHANGING/POTTY TRAINING POLICY

Nappy Changing

Parents need to provide toiletries for their baby/child; nappies will not be provided by Bloomers Day Nursery. Parents must provide adequate supplies including, nappies, Pull Ups, wet wipes and any cream or cotton wool their child will need. Children in nappies will be changed at regular intervals to keep them comfortable and to avoid nappy rash. They will also be changed as necessary if they are dirty or considered overly wet.

- All nappies changed by staff will be recorded in our Changing Book.
- Only staff members that have been successfully selected through our recruitment, reference and Enhanced DBS Disclosure process will be authorised to assist the children in the toilet or changing areas.
- The designated changing area and changing mats will be cleaned before and after a child is changed with a suitable disinfectant cleaner.
- A child will never be left alone on a changing mat.
- Nursery Practitioners will wear clean disposable gloves and plastic aprons for each child, which will be disposed of once used.
- Appropriate hand washing facilities will be available for the nursery practitioner and the child.
- Hands will be washed using anti-bacterial soap and dried thoroughly with a paper towel after completing the procedure.
- The child's privacy will be respected at all times during nappy changing.

Potty Training

The Nursery Practitioners at Bloomers Day Nursery are experienced in helping parents decide whether their child is ready for potty training. Please do not hesitate in asking for advice or support.

We would use both our toilets and potties to 'potty train' the children unless the parent/carer has a preference. The toilets at the Nursery have been adapted to meet the children's needs. The toilet seats are padded with soft potty seats and have handles. Our staff members are always at hand to support the children as well as allowing them independence. Good hygiene practises are always followed at the Nursery and the children are shown how to wash their hands each time they use the toilet. 'Accidents' will be dealt with calmly, sympathetically and in a way that does not make the child feel they have done wrong. Please always ensure your child has a set of spare clothes at all times for such eventualities.

- Bloomers Day Nursery staff will remind children to use the toilet or potty and change nappies and pull-ups when necessary.
- We will keep parents/carers updated with their child's progress as appropriate.
- Potties or toilet training seats are available for children too small to use the toilet or those who feel more confident using a potty.
- All children will be encouraged to adopt good personal hygiene by washing their hands properly. Bloomers Day Nursery will provide visual reminders to show good hand washing practice.
- If the parent/carer has any queries or concerns about this procedure, they should talk to their child's Key Person or any other member of staff.

Procedures staff are to follow when a child has wet themselves:

- Staff must act quickly to prevent any embarrassment to the child.
- The child must be change in the dedicated nappy changing area in each room of the nursery, to ensure the privacy and dignity of the child.
- Any wet/soiled clothing must be placed in a sealed bag for the parent/carers to collect.
- Any spilled urine must be clean with anti-bacterial cleaner as soon as possible.

Procedures to follow when a child has wet themselves when on an outing:

- The child must be taken to the closest toilet and changed as soon as possible
- The child must not be left for any prolonged amount of time to prevent embarrassment to the child.

EQUAL OPPORTUNITIES POLICY

Our nursery is committed to Racial Equality. Bloomers Day Nursery will promote race equality and will deal with discrimination at all levels within the Nursery.

There are many nationalities represented in London Borough of Hackney and Bloomers Day Nursery is privileged to be a part of such a rich diversity of cultures. The Nursery celebrates the cultural diversity of children and staff in many ways such as through class work on cultural and religious celebrations and customs, encouraging children and staff to share their own experiences and beliefs, etc.

At Bloomers Day Nursery:

- We welcome children from all ethnic groups, cultures, religions and family groups;
- We welcome children and their families who have English as an additional language;
- We aim to give positive images of other cultures using various methods, including celebrating different festivals and incorporating multicultural play into our themes and activities;
- We provide a good selection of multicultural toys and equipment, pictures and photographs of people from other countries and cultures;
- Parents are encouraged to visit the nursery to tell stories or sing songs from their country of origin or in their own language;
- We create an environment in which each individual feels valued, irrespective of ethnic origin, language, gender, ability or age; this objective is achieved by observing each child's developmental needs as well as their interests, and then planning relevant activities to support and challenge those needs.
- We ensure equal access to all areas of the curriculum for all the children in our care; Bloomers Day Nursery aims to provide for all pupils according to their individual needs, irrespective of gender, ability or ethnic origin. Pupils will have access to a broad and balanced curriculum which avoids stereotypes and provides good role models for all pupils. Equality of opportunity and equal opportunities issues inspire the planning, content and arrangement of the curriculum.
- We promote the belief that all can and should achieve to their highest potential in all areas of the taught and "hidden" curriculum;
- We provide materials to promote learning that are appropriate and reflect diversity

It is our aim:

- That each child should be recognised and appreciated;
- That each child's stage of development is assessed and appropriate provisions made;
- That each child will have access to all activities regardless of ability;

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- That gender, disability, race, colour, background or origins will not affect any child's access to the full range of activities and learning opportunities, or be used to differentiate such access.

Staff will plan and organise for the different needs of children, enabling all children to develop their skills and knowledge to their full potential, with personal high standards of achievement.

Our Nursery has a policy of caring for:

- each other;
- other people;
- ourselves;
- our nursery;
- the environment.

Our policy for equal opportunities encourages adults as well as children. All adults will be welcomed to the group whatever capacity, (i.e. parents, carers, visitors, helpers, applicants for jobs) and no-one will be discriminated against.

We do not tolerate racist behaviour and we do not use any racist literature. It is the responsibility of all staff members to tackle any racist incidents immediately. We will always take extreme care when dealing with incidents to listen to both sides and to support all parties affected. Racism issues are handled in different ways as follows depending on who is involved:

- With children, through circle times (general talks rather than focusing on one child), role play, stories etc.;
- With parents through partnership with parents' policy, and contracts etc.;
- With staff through training, appraisals and contracts etc.

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, and to welcome the diversity of backgrounds from which they come.

- We aim to acknowledge all of the festivals which are celebrated in our area and/or by the families involved with the Nursery.
- Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals.

- Before researching a festival with which the adults in the Nursery are not themselves familiar, appropriate advice will be sought from parents and other people who are more knowledgeable.
- Children and families who celebrate festivals at home which the rest of the Nursery is not familiar will be invited to share their festival with the rest of the group, if they wish to do so.
- Children will become familiar with and hopefully enjoy taking part in a range of festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life

INCLUSION POLICY

At Bloomers Day Nursery, we believe that every child should have the best possible learning opportunities and we therefore promote inclusive practices. We recognise that some children may have particular needs or disabilities and we take specific action to support and encourage these children within a caring environment.

We work closely with parents/carers and other agencies to monitor the child's progress carefully, and provide effective, additional support to meet the child's needs.

It is the responsibility of the Manager, Nursery Supervisor and the Special Educational Needs Officer to:

- Produce an Inclusion Policy for the nursery setting and to make it available to all parents; this will provide the necessary information on how children with special needs and disabilities are supported within the nursery.
- Ensure that all staff members, including students and volunteers are made aware of the details of the policy.
- be aware of 'special needs' and 'disabilities' in the context of Early Years provision; understand how statutory, national and local procedures apply in practice to children under the age of 5.
- Ensure that the work of the nursery gives 'due regard' to the DFEE Code of Practice 2001.
- Identify the necessary provisions and staff arrangements to meet the individual needs of the children.

One member of staff, (currently Jacqueline Smith), is appointed as the Special Educational Needs Co-ordinator. This person will be responsible for supporting children with special needs within the setting and will be:

- Familiar with the Code of Practice 2001;
- Able to support other staff;
- Capable of making links with parents and other agencies;
- Ensure that no child with special needs is refused a place at the Nursery;
- Set high, but achievable, targets for children with special needs with staff, parents and children;
- Liaise with organisations and agencies who are concerned with children's special needs and disabilities;

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- Ensure that staff members have opportunities to undertake specialist training related to special needs, to improve and update their knowledge and understanding.

We follow the DFEE Code of Practice 2001, therefore, our staff members working with children with special needs focus on the following:

- Early identification;
- Early intervention;
- Inclusive education;
- Physical environment;
- Partnership with parents;
- Multi-agency collaboration.

Early identification and intervention

- We make regular observations and assessments of all children's play and progress to enable early identification of a child's special needs.
- We monitor the progress of children with identified special needs carefully so that we can plan appropriate provision and support for these children.
- We share all reports on children's progress with parents.
- We use a range of strategies, including verbal communication, to involve the children in setting and reviewing targets. Children are encouraged to make choices and share their feelings and wishes with staff.

Inclusion

- We ensure that children with special needs are fully integrated into the daily groupings of the children and their routines.
- In order to make appropriate and effective provision or adaptations, we collect information from parents to find out the levels of the children's visual/hearing needs; physical needs; emotional needs; learning needs; self-help needs and communication needs.
- We ensure that children with special needs and disabilities are involved in play activities alongside the other children wherever possible.
- We encourage and support children with special needs and disabilities to play confidently with other children and make a positive contribution.
- We develop activities and experiences to raise the other children's awareness of positive images of disability and difference.
- We make flexible arrangements for additional adult support to enhance social interaction, avoiding segregating children from playing with their peers.

- We plan open-ended learning activities and experiences to help all the children to participate and learn. However, we may need to differentiate some learning activities and experiences and provide alternative formats or additional equipment and resources for particular children.
- We use a range of strategies to engage the children in play, and provide learning activities to suit individual children's most effective style of learning.

Physical environment

- We make reasonable adaptations and arrangements so that children with special needs and disabilities can join in all play areas of the Bloomers Day Nursery, both indoors and outdoors.
- We make every effort to organise appropriate space for the children's supported and independent movement.
- We ensure that children with special needs have easy access to toilet and eating facilities.
- We arrange respectful privacy for children with special needs at times of specific medical care or welfare.
- Our building is located on a ground floor level, allowing easy access to the building.
- Early Years Action: The staff members in consultation with the SENCO need to gather information to assess the child's difficulties in the physical environment. An Individual Education Programme (IEP) is written and put into place. Provision for extra support is made within the resources of the nursery.
- Early Years Action Plus: As at Early Years Action, with additional support from specialists from outside the nursery.

Partnership with Parents

We encourage parents/carers to work closely with staff to support their children's individual needs. As such:

- We make time to focus on discussion of the children's strengths, as well as their needs;
- We check that parents understand the graduated procedures of intervention;
- We respect the different perspectives and needs of parents/carers;
- The Special Needs Co-ordinator and other staff ensure that there is consistent communication and consultation with parents/carers;
- We consult with parents about information that should be shared with others.

Multi-Agency Collaboration

**46 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

- The Special Needs Co-ordinator liaises with other supportive agencies to develop good working relationships;
- We gather information on relevant contacts and services to share with parents/carers;
- We try to achieve a good relationship for information-sharing, collaboration and understanding with other professionals in order to take into account the complete needs of the child.

SPECIAL EDUCATIONAL NEEDS POLICY

Our Special Educational Needs Co-ordinator (SENCO) is Jacqueline Smith and she is supported by the Manager (Yemi Ejoh) and our Area SENCO from the Early Years Department Hackney Learning Trust.

The role of a SENCO is to co-ordinate provision for a child with Special Educational Needs (SEN) and liaises and supports parents, staff and outside agencies in providing an atmosphere of encouragement, acceptance and respect for achievements in which all children can thrive.

Our SENCO responsibilities are:

- Meeting children's targets;
- Referring children to Area SENCO who we are concerned about;
- Learning support meetings with Parents and Area SENCO;
- Liaise with outside professionals;
- Supporting children's needs;
- Supporting children within their development and meeting their targets.

At Bloomers Day Nursery our aims are:

- To identify a child with SEN as early as possible;
- To promote an atmosphere of encouragement, acceptance and respect for achievements, in which all children can thrive;
- To develop sensitivity to individual needs and a climate of warmth and support in which self-confidence and self-esteem can grow;
- To develop staff skills in identifying children with learning difficulties and devise suitable support programmes;
- To adopt positive and consistent strategies to help children with behavioural and/or emotional difficulties;
- To put in place a programme of support and referral that will enable children to receive the help they need quickly and effectively;
- To inform parents of the needs and progress with their child and work in partnership with them;
- To take into account the wishes of the child according to their age and understanding.

Our admissions policy is that all children are welcome and we aim to respond appropriately to each child's background and individual needs.

If any child with specific SEN should require additional support we will contact outside agencies to acquire these specific resources and additional support which may help that child.

**48 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

The Nursery is located on the ground floor for easy access and we have wide and easily accessible doors. We also have a wheelchair accessible toilet.

We provide specific aids to support learning when appropriate, such as picture choice boards, visual time tables and home/school folder. We differentiate the learning resources as necessary to the child's individual needs.

We are responsible for the learning and development of all children within our care including those with special educational needs. Each child has a record folder relating to 'The Early Years Foundation Stage', this also aids with the early identification of SEN. It is the practitioner's responsibility to assess and identify children and notify the SENCO, who will support the practitioner in setting up appropriate strategies and programmes of support such as learning target meetings. Reviews of children's progress are undertaken by the SENCO, the child's Key Person, parents/carers and any other professional involved. Learning target meetings are reviewed every 6 weeks. If a child requires an Educational Health Care Plan (EHC) then the Jacqueline Smith and our area SENCO will collect all data and paper work needed for this assessment to be finalised.

In order to ensure that children with SEN have access to the full breadth of the Early Years curriculum we support inclusion. We do this by using such strategies as flexible grouping of children, adapting routines and the sharing of resources and expertise where beneficial. This Special Educational Needs policy will be monitored and evaluated every 6 months. Our SENCO, Manager and the rest of the team will be responsible for this.

Should any parent be dissatisfied with the Bloomers Day Nursery's efforts on behalf of their child, they should be referred to the SENCO Deputy Nursery Manager or Manager so that the situation can be investigated further. Nursery Practitioners are given the time out of work hours to discuss the development of their key children. The SENCO has completed the 'SEN Code of Practice' course and regularly attends area SENCO meetings to be updated.

A child with SEN may need additional support from outside agencies, in this case permission will be asked from the parent to undertake this and gain vital information about specific areas for development this will be completed by the SENCO. The Area SENCO meets regularly with the SENCO in the setting to discuss this information. At Bloomers Day Nursery, we recognise the importance of effective communication between practitioners and parents/carers. Parents/carers are invited to come in and spend time with their child and attend regular Parent's Evenings. A parent/carers of a child with a SEN will be asked to give information regarding their child so the team can do the best they can to develop that child further. They will be invited to meetings regarding IEP's and their views will be taken into account with regard to their child.

**49 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

CONFIDENTIALITY POLICY

This policy represents the agreed principles for confidentiality throughout Bloomers Day Nursery. All nursery staff members representing Bloomers Day Nursery have agreed to adhere to this policy.

Bloomers Day Nursery works with many children and families and sometimes will be privy to confidential information.

We will respect confidentiality in the following ways:

- Parents or carers will have ready access to the files and records of their own children but will not have access to information about any other child; provided that no relevant exemptions apply to their disclosure under the Data Protection Act. If a child's file has any exemptions we would need advanced warning and a notice period of 14 days before access can be given at the discretion of the Manager. There will be a minimal charge to cover administrative cost for a child's record.
- Issues concerning the employment of staff, whether paid or unpaid, will remain confidential to the people directly involved with making personnel decisions;
- Aside from in safeguarding situations, staff will not discuss the individual children, other than for purposes of curriculum planning or group management, with people other than the parent/carers of the child.

Any anxieties or evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's Key Person or Managers.

Information given by parent/carers to the Managers or Key Person will not be passed onto other adults without permission unless it is felt that to do so would place the child at greater risk of harm. Any information in a child's record that is of a sensitive nature will be kept in a secure place. Bloomers Nursery will comply with all requirements of the Data Protection Act. Duty of care to the child may override the duty of confidentiality, and in such cases we will pass appropriate information to other organisations. Please see our child protection policy for additional information.

We would also like to assure parents/carers that all written information about the children is confidential, along with any matters discussed with the Nursery staff and management.

Keeping records:

Bloomers Day Nursery will retain records and information required for possible future use as defined by current OFSTED guidance and legislation. The following records will be kept for a period of three years from the last date of entry:

- Registers
- Accident records
- Medication records

****Child Protection / Safeguarding records are kept for a period of 24 years.**

COMPLAINTS POLICY

Bloomers Day Nursery aims to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Nursery at any time. We will endeavour to give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Stage 1

If any parents/carers should have cause for complaint or any queries regarding the care or learning provided by the Nursery they should in the first instance take it up with the child's Key Person.

Stage 2

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, these concerns must be presented in writing to the Nursery Manager or book an appointment to speak to the Manager. The Manager/Deputy Manager will always be at hand to deal with any complaints raised. The Manager will then investigate the complaint and report back to the parent/carer within 28 working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. Most complaints will be resolved informally at stage 1 or 2. However, if the issue still persists, the parent/carer should follow the following stages:

Stage 3

If the matter is still not resolved, a formal meeting should be held between the Manager, parent/carer and the Deputy Manager to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED on Tel No: 0300123 1231 or write to: Complaints Department:
Piccadilly Gate, Store Street, Manchester, M1 2WD

A record of complaints will be kept in the Nursery. Parents/carers will be able to access this record if they wish to, but all personal details relating to any complaint will be stored confidentially and will only be accessible the by parties involved. OFSTED will have access to this record at any time during visits to ensure actions have been met appropriate

DRUGS, DRINKING & SMOKING POLICY

Smoking, Alcohol and Drugs

The consumption of alcohol or drugs on or in close proximity of Bloomers Day Nursery premises **IS NOT PERMITTED.**

Any staff members that are deemed unfit for work through the use of alcohol or drugs will be sent home immediately and disciplinary action will be taken.

Any staff member who is found to have alcohol or drugs on their person or is actively taking them whilst on duty will be suspended from duty immediately and disciplinary action will be taken.

If a staff member is taking prescriptive medication that may have an effect on their performance, they will need to seek medical advice before being able to work directly with the children. This will also be discussed with the Nursery Manager.

There is to be no storing or consuming of alcohol in the building at any time. Staff are not permitted to consume alcohol during their contracted hours of work or to care for children if they have consumed alcohol prior to commencing work.

Anyone wishing to smoke while on the Bloomers Day Nursery premises must do so outside the main building next to the bin area. Under no circumstances is any smoking allowed in the Nursery, even if there are no children in the building. Bloomers Day Nursery operates a 'No Smoking' Policy.

Hot drinks

All hot drinks consumed on Bloomers Day Nursery premises must remain in the staff office and staff room at all times. Under no circumstances are hot drinks allowed into the area where the children are playing or present. Disciplinary procedures will take place if this occurs.

ALLERGIES & ALLERGIC REACTION POLICY

At Bloomers Day Nursery we are aware that children may have allergies. To prevent an allergic reaction and to fully enable the staff to support the child in our care we follow this policy:

- Information is passed on through the parents/carers from the registration form and settling sessions regarding allergies and their subsequent reactions. This information is then shared with all staff within the setting.
- The Nursery Manager will carry out a full Allergy Risk Assessment Procedure with the parents/carers prior to the child starting the Nursery. The information will be shared with all of the staff.
- All food prepared for a child with a specific allergy will be prepared in an area where there has been no chance of contamination.
- The Nursery Manager, cook and parents/carers will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include devising an appropriate menu or substituting meals on the current menu
- If a child has an allergic reaction to food, a bee sting etc., a member of staff will administer the appropriate treatment and the parents will be contacted immediately.
- If this treatment requires specialist treatment such as the use of an EpiPen, then all staff members including the Nursery Manager will receive specific training prior to the child attending the Nursery. The child will also have a care plan in place.
- If the allergic reaction is severe, a staff member will call for an ambulance immediately and the parents/carer will be contacted and informed of the situation.
- A senior member of staff will accompany the child and will take the child's registration form, medicine form, medication and the child's comfort object.
- Staff members are to remain calm at all times and are to reassure and comfort the other children who may witness the reaction.
- All incidents will be recorded, shared with and signed by the parents/carers.
- The Nursery requires a medical letter from your Local GP confirming the allergy that the child has and also the medicine required to treat it.

MISSING/LOST CHILD POLICY

In the unlikely event of a child going missing within or from the nursery, the following procedures will be implemented immediately.

All staff present will be informed and an immediate thorough search of the nursery will be made followed by a search of the surrounding area. A staff member will notify the Nursery Manager, as soon as the child is noticed to be missing, other staff should continue searching.

The Nursery Manager will carry out multiple searches of the area. If the child has still not been accounted for the Nursery Manager will contact the police and then the missing child's parents or carers. During this period, staff will continue to search for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery. The Nursery Manager will meet the police and parents/carers, and explain the situation to both parties. The Nursery Manager will then await instructions from the police on what we would need to do next.

Any incidents must be recorded in writing and all staff involved in the supervision of the missing child should make a written statement of the incident. OFSTED must be contacted on 0300 123 1231 and informed of any incidents.

When the child is found

We recognise that during the time a child is missing, however briefly, all involved, parents/carers and others suffer great fear, guilt and distress. It is not always easy to control all these emotions when the child is found. We will accept that it is important to remember:

- That the child also might have been afraid and distressed and might now be in need of some comfort.
- Remain calm, reassure the child and acknowledge it is not the child's fault.
- Ensure the child is not hurt.
- That the incident provides a good opportunity to talk to all the children to ensure that they understand that they must not leave the premises, and why.

After the Incident

- We will review our current procedure.
- We will evaluate processes and make necessary adjustments to ensure future effectiveness.

If Child goes missing on an outing:

As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searches the immediate vicinity but does not search beyond that.

- The senior member of staff is contacted immediately and the incident is reported.
- The manager contacts the police and reports the child as missing.
- The manager contacts the parent, who makes their way to the nursery or outing venue as agreed with the manager. The nursery is advised as the best place, as by the time the parent arrives, the child may have been returned.
- Staff will take the remaining children back to the nursery
 - The senior member of staff, or designated staff member may be advised by the police to stay at the venue until they arrive

LATE OR NON COLLECTION OF A CHILD POLICY

Bloomers Day Nursery takes pride in the care offered to all children and its relationship with parents and families. We ask all our parents/carers to inform us if they are going to be late to collect their child, so if appropriate, the child can be told and other plans can be made if necessary.

We have a system set in place should a parent/authorised adult fail to collect a child at the end of the session, to ensure that a member of staff will look after and carry out the correct procedures to keep the stress of children and parents to a minimum.

In the event of a child not being collected at their usual time, they will be kept at the Nursery and phone calls will be made to the child's parents/carers and/or the emergency contact named on the enrolment form. In order to ensure the child is not too distressed, calls will not be made in front of children. Two staff members will remain on site – wherever possible one of these will be the child's Key Person.

If we have been unable to contact the authorised adults/parents/carers after two hours of the collection time, Hackney Council Social Services will be contacted and their advice will be followed. Should the police and / or social services place the child in foster care – you can contact Hackney Council Social Services on **020 8356 2710**. Under no circumstances will staff remove the child from the nursery.

Late Collection Fee:

Late collections of children, morning or afternoon sessions, will be charged at £1 per minute.

Late collections at 6pm

All children must be collected from the nursery by 6pm. Not only has your child had a long day, but staff are also entitled to finish their day on time. Whilst we appreciate that delays can be unavoidable, to cover our costs caring for children when parents are late, we reserve the right to charge £1 per minute as stated above.

Payment

Any late fee incurred by parents will need to be paid in cash to staff in Bloomers Day nursery within the next working day.

Policy updated: July 2019 by Yemi Ejoh (Nursery Manager) and Alfred Lawale (Administrative Manager)

**58 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

FOOD MANAGEMENT POLICY

We aim to ensure that the standard of table manners and behaviour expected will be consistent. Meals times should be a social occasion for both the staff and children.

The general procedures followed are:

- Individual dietary requirements will be respected and planned for in advance;
- Conversation at meal times will be encouraged but shouting will not be acceptable;
- Children who eat more slowly will be given plenty of time to eat their meal without being rushed;
- Weekly menus are displayed, and parents are encouraged to give ideas or comments;
- One nursery practitioner will sit at each table to supervise and help the children at mealtimes;
- All children are encouraged to be independent, while ensuring they also get the help and assistance they need.
- Children will be encouraged to say “please” and “thank you”.
- Mobile phones are not permitted around the preparation of food to prevent the spread of bacteria e.g. salmonella

The Dangers of choking

All our Level 3 qualified staff and many of our Level 2 staff have Paediatric First Aid for Babies and Children and are able to help a child when choking.

All our food is cut in to smaller pieces to limit the risk of choking.

To prevent choking in children, small fruits such as grapes and cherry tomatoes are not allowed in the nursery. Nuts are also not allowed due the choking risk.

Serving the food:

- All food must be transported around the nursery covered and on trays
- All staff must wash their hands before touching or serving food
- Individual dietary requirements will be respected and suitable meals will be provided.
- Special attention and vigilance must be given to all children with specific food allergies, which are displayed at all food serving points. If in doubt ASK.

MOBILE PHONE POLICY

This policy supports and enhances our Child Protection and Safeguarding policy.

We believe that our staff should be completely attentive during their hours of work to ensure that all of the children in the Bloomers Day Nursery receive good quality care and education. This is why mobile phones are not to be used during work hours.

At the Nursery the following rules are observed:

- Mobile phones are not turned on during your working hours;
- Mobile phones must not be used unless on designated break and then this must be away from the children;
- Mobile phones will be stored safely in staff lockers at all times during the hours of the staff member's shift;
- Staff members will use only mobile phones belonging to Bloomers Day Nursery during outings;
- No photographs will be taken of the children on any phones, either personal or nursery owned;
- Staff must not post anything onto social networking sites that could be misconstrued or have an impact on the Bloomers Day Nursery's reputation;
- Staff must not post anything onto social networking websites that will cause offensive to another staff member or parents using Bloomers Day Nursery;
- Staff who allow parents to view their social network profile ensure that the relationship remains professional at all times;
- Staff who fail to follow any of the points above will face disciplinary action which could result in dismissal;
- Staff members should give the Nursery mobile and land line number to whomever needs to reach them during an emergency.

PHOTOGRAPHY POLICY

This policy supports and enhances our Child Protection and Safeguarding policy.

From time to time we like to take photographs of our nursery in action and make displays inside the nursery building. Under no circumstances will these photographs be circulated outside the nursery, used for promotional purposes or posted on the website unless full permission is received in writing from parents/carers beforehand. The Permission slip will be enclosed in our starter pack. The photographs are used for evidence and put into the child's learning journeys.

No photos will be taken of a child if consent has not been gained from the parents/carers first. Under no circumstances are parents allowed to take photos of their children or other children on Bloomers Day Nursery premises.

SAFER RECRUITMENT

At Bloomers Day Nursery, we are vigilant in our recruitment procedures, ensuring that all of the people working with children are qualified and suitable to do so.

We do this by:

- Advertising any job vacancies through reputable means such as the Job Centre, local paper, or The Learning Trust.
- Ensuring that all advertisements include our safe recruitment procedures stressing the need for a DBS check and at least 2 references, one being from their most recent employer or tutor.
- Ensuring that all shortlisted candidates receive a job description, a person specification, an equal opportunities monitoring form and a request for photographic identification prior to interview;
- The Nursery Manager, Deputy Manager and/or a senior member of staff sitting on the interview panel and being involved in the overall decision making;
- Informing all candidates that they will be required to produce their identification at the start of the interview and proof that they are eligible to work within the UK;
- Asking all candidates the same set of questions based on specific areas of child care, safeguarding children, planning and following the curriculum and their understanding of the legal frameworks that are used in nursery setting;
- The interview panel scoring candidates for their answers as well as for their individual experience and qualifications. Based on this information, the interview panel will decide who the most suitable person for the position, taking into account their individual scores and knowledge and understanding of Early Years and the needs of the Nursery;
- Writing to the successful candidate confirming the offer of the position;
- The successful candidate initially being offered the position subject to reference and DBS checks. **These will be taken up BEFORE employment commences;**
- All qualifications being checked and photocopies of certificates taken with permission for the staff members personnel file;
- All new staff members undergoing a full induction and being assigned to a senior staff member, who will introduce them to nursery life. As part of the induction, staff members will be given Bloomers Day Nursery policies and procedures to read and become familiar with.

- Ensuring that the new staff member will be given regular reviews to monitor their progress and to ensure the Bloomers Day Nursery is fully supportive whilst the new staff member settles in.
- All Members of the recruitment panel would have undergone in house training in safer recruitment.

Once a conditional offer has been made:

- An Enhanced Disclosure Barring Service (DBS) check is carried out for all Employees.
- A photocopy of 1 item of photographic ID is taken for their personal file.
- The full payment of the DBS check will be required to be repaid by the applicant.
- A probationary period of a minimum of 6 months
- We require a minimum of two employer references. If it is a senior position e.g. deputy manager or room leader more will be needed

WHISTLE BLOWERS POLICY (THE WHISTLEBLOWING ACT 1998)

Bloomers Day Nursery is committed to the highest standards of quality, integrity, openness and accountability. In demonstrating this commitment, we encourage members of staff who have serious concerns about any part of their work to come forward and express their concerns.

What is whistle blowing?

Whistle blowing is the term used when someone who works in or for an organisation wishes to raise concerns about malpractice in the organisation (for example, crimes, civil offences, miscarriages of justice, dangers to health and safety or the environment), and the cover up of any of these.

Any members of staff who raise concerns in good faith can do so in confidence without the fear of reprisal or victimisation.

The Whistle blowing Act 1998 set out a process for staff to follow, which offers them a confidential route to raise genuine concerns. It provides support throughout the process.

Procedure

If a member of staff has concerns that they need to raise with Bloomers Day Nursery, they should first consider using the Nursery's personnel policies and procedures which include:

- Complaints
- Equal Opportunities
- Confidentiality
- Health and Safety
- Child Protection / Safeguarding

In the majority of cases, serious concerns should be properly investigated and handled sensitively and fairly through the personnel policies and procedures listed in the employer's handbook.

Step One

64 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019

In most cases, it should be possible for staff to raise an honest and reasonable concern about misconduct with the Manager or Deputy Manager, who will investigate and give appropriate feedback. This may be done orally or in writing. In all cases a written record will be kept.

If an individual feels unable to raise the matter with the Manager or Deputy Manager for whatever reason or is not satisfied with the outcome, they should raise the matter with the Council Early Years Safeguarding Officer Nikki Baird.

Step Two

If all these channels have been followed and the staff member still has concerns, or if a member of staff has a genuine concern about raising serious problems and feels that they need to follow a process which offers them a confidential reporting line without fear of reprisal or victimisation, then they should follow the internal route.

To enable a formal process to be available to staff in this situation, Bloomers Day Nursery would request that the staff contact complaints department with any concerns they may have about the setting, on the following contact details:

**Complaints Department:
Piccadilly Gate
Store Street
Manchester
M1 2WD**

This policy exists to protect those wishing to raise genuine concerns about what they believe to be misconduct in the work place. It follows that any member of staff found to be deliberately abusing the protections afforded by this policy could leave themselves open to serious disciplinary action.

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 an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against you in accordance with Bloomers Day Nursery policies.

Policy updated: July 2019 by Yemi Ejoh (Nursery Manager) and Alfred Lawale (Administrative Manager)

**65 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

HEALTH AND SAFETY POLICY

Bloomers Day Nursery believes that the health and safety of children is of paramount importance. We make our nursery a safe and healthy place for children, parents/carers, staff and volunteers.

We aim to make children, parents/carers and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

Methods

Organisation and Responsibilities

The members of staff responsible for Health and Safety are Yemi Ejoh the Nursery Manger and Hayley Avis the Deputy Manager, who have undertaken health and safety training and regularly update their knowledge and understanding to ensure competency in this area. We display the necessary health and safety posters in the corridor.

In order for us to achieve our objectives and ensure our employees recognise their duties under health and safety legislation whilst at work, we must ensure that we inform them of their duty to take reasonable care of themselves and others that may be affected by their activities. We ensure our employees are informed of their obligations to ensure they cooperate with management and adhere with Bloomers Day Nursery safety rules which are provided within their Bloomers Employees Handbook.

Risk assessment

Our risk assessment process includes:

- Checking for hazards and risks indoors and outside, in our activities and procedures. Our assessment covers adults and children;
- We update and review our risk assessments on the EYFS classrooms and other indoor areas. In the outdoor play space, all of the equipment and toys used by the children and everything else which a child may come into contact with has been assessed and potential hazards are kept to a minimum.
- Developing an action plan which specifies the action required, the timescales for action, the person responsible for the action and any funding required;

- The members of staff responsible for health and safety undertake regular training in risk assessment;
- Maintain lists of health and safety issues which are checked daily before the session begins, weekly, fortnightly, monthly and annually, when a review of the full risk assessments are carried out by the manger.
- Feedback given to staff after observations to ensure that they know what they could improve to ensure the safety of children.
- Management team to highlight any health and safety issues seen and risk assess any issues
- Staff to have ongoing training on how to keep the children safe through activities for learning and development.
- Staff are trained to be observant at all times throughout the day, every day, in regards to all risks and hazards to themselves and the children.

All members of staff must report faulty equipment to their line manager, who informs the Nursery Manager.

Insurance Cover

We have public liability insurance and employers' liability insurance. The certificate is displayed in the corridor.

Raising Awareness

- Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parents/carers of new children so that they understand the part they play in the daily life of Bloomers Day Nursery.
- As necessary, health and safety training is included in the annual training plans of staff and health and safety is discussed regularly at staff meetings.
- We have a no smoking policy.

- Children are made aware of health and safety issues through discussions, planned activities and routines.

Children's Safety

- Only persons who have had an Enhanced Disclosure from the Criminal Records Bureau have unsupervised access to the children, including helping them with toileting.
- Adults do not normally supervise children on their own.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two fully employed adults are present (one senior and one junior member of staff).

Security

- Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- The arrival and departure times of adults, staff, volunteers and visitors are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and work experience students are securely stored during nursery sessions.

Doors

We take precautions to prevent children's fingers from being trapped in doors. Safety guards and gates are in place to prevent children from trapping their fingers in doors.

Floors

All surfaces are checked daily to ensure they are clean, even and undamaged. All spillages are immediately cleaned up.

Kitchen

- Children do not have unsupervised access to the kitchen.
- All surfaces are clean and non-porous.
- There are separate facilities for hand-washing and for washing up. All staff must wash their hands before entering the kitchen.
- To ensure we abide by the COSHH regulations we always ensure that we:
 - Assess risks to health arising from hazardous substances used in or created by our workplace activities.

- Decide what precautions are needed. We never allow staff to carry out work which could expose them to hazardous substances without considering risks and necessary precautions are always taken to comply with COSHH.
- Ensure all employees are properly informed, trained and supervised.
- Cleaning materials and other dangerous materials are stored out of the children's' reach. Doors to any areas containing cleaning materials are kept closed and locked at all times (kitchen / storeroom / cloakroom area). Our cleaner is trained in all areas of hygiene and health & safety.
- When children take part in cooking activities, they are supervised at all times and are kept away from hot surfaces and hot water. They have no unsupervised access to electrical equipment.

Electrical and gas equipment

- All electrical and gas equipment conform to safety requirements and is checked regularly.
- Our boiler, electrical switchgear and meter cupboard are not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- Storage heaters are checked daily to make sure they are not covered.
- There are sufficient sockets to prevent overloading.
- All sockets are shuttered.
- The temperature of the hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.

Storage

- All resources and materials which children select for their various activities are always stored safely. We have a lot of resources and materials in storage to enable children to self-select resources that are of particular interest to them.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

Outdoor area

- Our outdoor area is securely fenced.
- Our outdoor area is checked for safety and cleared of rubbish before it is used.
- Adults and children are alerted to the dangers of poisonous plants, herbicides and pesticides.

- Where water can form a pool on equipment, it is emptied before children start playing outside.
- All outdoor activities are supervised at all times.
- Children are kept away from the fence to ensure their safety.

Hygiene

- We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up-to-date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the Nursery which includes the different rooms, kitchen, office, staff room, toilets and nappy changing areas.
- We have a schedule for cleaning resources and equipment, dressing up clothes and furnishings.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.

We implement good hygiene practices by:

- Cleaning tables between activities;
- Checking toilets regularly;
- Wearing protective clothing, such as aprons and disposable gloves, as appropriate;
- Providing sets of clean clothes;
- Providing tissues and wipes.
- Sterilising and cleaning our toys daily

Food and drink

- Staff members that prepare and handle food receive appropriate training and understand and comply with food safety and hygiene regulations.
- All food and drink are stored appropriately.
- Adults do not carry hot drinks through the play areas and do not place hot drinks within reach of children.
- Fresh drinking water is available to the children at all times.
- We operate systems to ensure that children do not have access to food and drinks to which they are allergic.
- If a child has an allergic reaction either on site or on an outing, a first aider follows the procedure for administering medicine (if appropriate), the parent will be informed as soon as possible and in severe circumstances, an ambulance called in accordance with the hospital procedure.

- All our Level 3 qualified staff has Paediatric First Aid for Babies and Children and are able to help a child when choking.
- To prevent choking in children, small fruits such as grapes and cherry tomatoes are not allowed in the nursery. Nuts are also not allowed due the choking risk.

Fire safety

- Fire doors are clearly marked, never obstructed and easily opened from inside.
- Smoke detectors/alarms and fire fighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer.

All staff will be informed of the procedure of evacuation during induction. A copy of evacuation procedures will be posted in each of the children's rooms.

Our emergency evacuation procedures are approved by the Fire Safety Officer and are:

- Clearly displayed in the premises;
- Explained to new members of staff, volunteers and parents;
- Practised regularly at least once every 4 months.

Records are kept of fire drills and the servicing of fire safety equipment.

Fire Evacuation Procedure / Policy for the Evacuation of the Premises

Room Leaders will be responsible for bringing the room registers when evacuating the building with the children and staff. (Where a Room Leader is absent, this will be the responsibility of an appointed team member). The person in charge will be responsible for bringing the emergency telephone contact details when leaving the building with the children and staff.

In the event of a fire or if the alarm sounds you must adhere to the following guidelines:

- Raise the alarm by operating the fire bell / breaking the fire alarm glass.
- In a calm manner, safely evacuate the children from the Nursery, using the closest signed fire exits - under the guidance from the Lead Professional (Manager/Deputy Manager).
- The registers, signing in and out book, visitors book, evacuation bag with first aid kit and emergency contact numbers file needs to be taken (room seniors to pick up their room registers during evacuation).
- Check all rooms, toilets, corners, etc. ensuring all doors are closed behind you

- Using the nearest exit lead the children out; assemble at the nearest assembly point (Digby Road car park in front of unit 3, 4, and 5).

THE LEAD PROFESSIONAL TO:

- Telephone emergency services;
- Dial 999 and ask for the Fire Service.
- Pick up the main register & emergency contact box.

ONCE IN A SAFE PLACE, CLEAR OF THE BUILDING:

- Check the children against the register.
- Account for all Staff and Visitors
- Do not try to collect personal belongings on evacuating the building.
- Do not attempt to go back in and fight the fire
- All should remain at the fire safety point until the fire officer has been informed it is safe to re-enter the building
- Once allowed back in the building, the fire log book will need to be filled by the fire officer.

DOOR ANSWERING POLICY

To ensure the safety of all children and staff the following procedures must be adhered to:

Answering the door

- 1.** Only qualified members of staff may answer the door
- 2.** All persons must be identified before entry to the nursery this done through CCTV footage. If the caller is unknown, they will be politely asked to wait outside while a senior member of staff is requested to identify them or determine their business with the nursery. The nursery will call the company they work for to check that they are authorised to enter the premises and check any identification which the person may be carrying. If no authorisation is found, then entry to the setting will be refused.
If a member of staff feels threatened or is concerned about the safety of opening the door use the intercom system and alert a senior member of staff.
- 3.** If a person is calling from a company and has an appointment they will be asked to provide identification of who they are and will be asked to wait while the staff member confirms the appointment with a senior member of staff.
- 4.** Parents/carers should not let anyone in through the front door.
- 5.** Children must not answer the door to anyone including staff members and parents, they must alarm a staff member that there is someone at the door.

MANUAL HANDLING POLICY

The Manual Handling Operations Regulations, 1992 came into force on 1st January 1993 and was one of six new health and safety regulations that came into force at the time. The other regulations deal with the workplace health, safety, welfare, work equipment, personal protective equipment at work, management of health and safety at work and display screen equipment.

The regulations replace a number of legislation with a new ergonomic approach to reduce the incidences of back problems at work.

Manual Handling Operations means any transporting or support of a load, including the lifting, putting down, pushing, pulling or carrying or moving of an object by hand or by bodily force. Loads include everything that is moveable including objects, persons or animals.

Employer's Duties

The employer must avoid Manual Handling Operations where reasonably feasible and must consider whether the load must be moved at all.

The employer must assess adequately any hazardous operations that cannot be avoided. The assessments should take into account the task, the load, the working environment and individual capability.

The employer must reduce the risk of injury as far as reasonably possible. Steps can include rearranging the task, breaking down the load, providing assistance or mechanical aids and offer training. The legislation says that the individual's capability should always be considered.

The regulations state that: 'particular consideration should be given to employees who are or have been pregnant, or who are known to have a history of back trouble, hernia or other health problems, which could affect their manual handling capability. However, beyond such specific pointers, to increase risk of injury the scope for preventive action on an individual basis is limited.'

The Manager Yemi Ejoh shall review any changes to an assessment if there is reason to suspect that it is no longer valid, or there has been a significant change in the manual handling operations to which it relates.

Employee’s Rights and Duties:

Each employee will make full and proper use of any system of work provided for their use by the employer. Employees, their safety representatives and safety committees should be involved in consultation about any redesign of the system of work and should be given the chance to contribute to the development of good handling practice.

The Code of Practice gives detailed advice on practical ways of reducing the of risk injury by considering the task, the load, the working environment and the individual capability. There is also advice on good handling technique. However, good handling technique is ‘no substitute for other risk reduction steps’, such as improvements to the task, load or working environment.

Summary

Avoid	Whenever possible, avoiding manual handling situation is always preferable.
Assess	If avoidance is not possible, make a suitable and sufficient assessment of the hazard and risks.
Reduce	By defining a safe system of work and implementing that strategy you are reducing the risks of injury to all the persons in the procedure.
Review	Your system must be reviewed ‘regularly’; this also allows us to monitor the strategy’s overall effectiveness.

Reproduced from ‘Manual Handling Operations Regulations, 1992 (Revised 1998)’ HSE

Safety of Staff and Staff Accident Book

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment.
- When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so.
- All warning signs are clear and in appropriate language.
- Adults do not remain in the building on their own or leave on their own after dark.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed every term to identify any issues which need to be addressed.

**75 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

FIRST AID AND MEDICATION

First Aid

- At least one member of staff with a current first aid training certificate (relevant to infants and young children) is on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children.
- The room leaders are responsible for ensuring all first aid boxes are replenished as necessary.
- All the management staff, senior staff, and all room leaders hold a Paediatric First Aid Certificate.
- Spare first aid equipment is kept in the main office.
- Parents and Carers are asked whether or not they would like their child to receive emergency medical treatment on the registration form. A copy of their response is kept in the main office.
- Our first aid kit complies with the Health and Safety (First Aid) Regulations 1981 and is regularly checked by the senior room leader of each room and re-stocked as necessary. It is always easily accessible to adults.
- On outings, there are always at least two qualified first aiders on each outing. Portable and sufficiently appropriate first aid kits are always available for each outing and this is checked for consistency by any one of the qualified first aiders on each outing.
- Parents and Carers are informed of any accident involving their child and are asked to sign an accident form to acknowledge that they have been informed (On some occasions parents and carers may be informed by telephone prior to coming to collect their child so they have advanced notice).

Medication procedure

- At the time of admission to Bloomers Day Nursery, parent's/carer's written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval. Parents/carers give prior written permission for the administration of medication, which is recorded accurately. The parents/carers sign the record book to acknowledge the administration of a medicine.
- Bloomers Day Nursery will only give prescribed medication to children in the nursery. All medication must not be more than three months old. All medication is clearly labelled with the child's name; and is kept out of the reach of children.
- Where possible care must be taken to ensure that medication is kept at required temperature and in a locked storage case. Children's prescribed drugs are stored in

their original containers, are clearly labelled and are kept in the locked First Aid drawer in the office (inaccessible to the children).

- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional; the child will not be able to attend the nursery until this training has been delivered to the staff team. As a general rule, Key Person, The Manager and the Deputy Manager could be called upon to administer medication;
- It is the parent's/carer's responsibility to ensure the provision's medical information on their child is up to date.
- There may be some extreme medical circumstances/conditions that the provision cannot accept due to medical / Health and Safety and insurance reasons.
- All medication administered by staff is recorded on the medication sheet and signed by the room leader or any one of the managers.

Procedures when Administer medication

- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication then a note will be made on the form.

Asthma inhalers

Bloomers Day Nursery keeps a written record of who has access to inhalers, where they are stored (in a locked drawer), and who can administer them.

Epipens

All children who have an Epipen have a care plan in place and staff have are trained on how to use an Epipen. All Epipens are labelled with child's details and our stored in the First Aid Box.

ACCIDENTS AND EMERGENCIES

Qualified First Aiders will deal with minor accidents appropriately. Should a child require further medical treatment, the emergency services will be called and advice given by them will be followed.

Procedure:

The following steps will be taken in the case of an accident/injury:

1. If the child has an accident, a first aider will assess the situation;
2. If it is a minor case the first aider will treat the injury;
3. In the case of a serious injury the Appointed First Aider will be summoned and will assess the situation. If needed at this point, the emergency services will be called and instructions from these will be followed;
4. The accident will be recorded on an accident form and the parent/carer will be required to sign the form on collection of the child;
5. If the injury is to the head, the parent/carer will be telephoned to inform them of this. We will continue to observe the child for possible after effects; if this is visible they will be required to collect their child and in serious cases, the emergency services will be called. Following the incident / accident a risk assessment will be carried out to minimise any future occurrence

When a child needs to be taken to hospital an ambulance will be called, while seeking to contact parents/carers or emergency contact urgently to meet us at the hospital or the nursery; the first aider or key person will accompany the child taking their personal file, with medical information and the parents/carers signed consent for emergency medical treatment in their absence. The person who collects the child will be asked to sign to say they have read the report. If a parent or guardian is concerned about the circumstances of any accident or incident, they should bring their concerns to the attention of the Nursery Manager/Deputy Manager. The Manager/Deputy Manager will then carry out an investigation.

Accident and incident forms are kept in the area where the children are, so staff can have easy access to them. All staff and volunteers know where they are kept and how to complete them. Our policy at Bloomers Day Nursery with regards to injuries is that we have at least one Nursery Practitioner in each room who is first aid trained, at least one paediatric first aider on site at all times as well as for outings. We have an 'Appointed First Aider' who can be called upon if staff members are unsure of any injuries that may occur.

All accidents/incidents are confidential and any other children involved are anonymous. The Risk assessment for any incident is reviewed at least each term to identify any potential or actual hazards. OFSTED is notified of any serious injury requiring treatment by a General Practitioner or hospital, or the death of a child or adult. Any serious injury requiring General Practitioner or hospital treatment to a child, parent, volunteer or visitor is also reported to the local office of the Health and Safety Executive.

Injuries at nursery

Should a child receive an injury whilst attending Bloomers Day Nursery, the accident and all relevant information will be recorded in the Nursery's Accident Book; the person collecting them from nursery will be asked to read the entry and sign the book. If any further action is required once they have left the group, we ask that they inform us. This additional information will also be recorded in the Accident Book. A written record will be completed of this procedure and kept with the accident form.

Existing injuries

If the child bumps, bruises or injures themselves in any way before they come to Bloomers Day Nursery, parents/carers are requested to inform the staff. We can then take this into account should they become upset or ill later in the day. If the child arrives at the Nursery with an existing injury this will be recorded and the parent/carer will be asked to sign the record, which will be filed in the accidents and incident file.

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations).

- Any accident to a member of staff requiring treatment by a General Practitioner or hospital and any dangerous occurrences (i.e. an event which does not cause an accident but could have done) are reported to the local office of the Health and Safety Executive.

RECORD KEEPING

In accordance with the EYFS statutory framework, we keep records of:

- Adults authorised to collect children from nursery;
- The names, addresses and telephone numbers of emergency contacts in case of a child's illness or accident;
- The allergies, dietary requirements and illnesses of individual children;
- The times of attendance of children, staff, volunteers and visitors;
- General accidents and incidents.
- Medication
- Any serious accident, illness or injury to, or death of, any child in our care and the action taken.
- Any occasion where physical intervention is used (Physical intervention is where practitioners use reasonable force to prevent children from injuring themselves or others or damaging property).
- A written procedure for dealing with concerns and complaints from parents
- A written record of complaints and their outcome.
- Developmental records about each child (EYFS profile).
- We will keep records of where there is any concern that indicate there might be abuse or neglect, including physical signs of abuse, change in mood, any concerns regarding the parent/carer behaviour or non-attendance.
- When a child leaves Bloomers Day Nursery, any Child protection Records will be passed on, were possible to the new setting.

General information available for parents upon request:

- the type of activities provided for the children;
- the daily routines of the nursery; the staffing of the provision;
- food and drinks provided for the children;
- the provider's policies and procedures, for example, admissions policies, equality of
- opportunity policy, safeguarding children policy;
- the complaints procedure (copies to be available on request);
- details for contacting and an explanation that parents can make a complaint to should they wish;
- the procedure to be followed in the event of a parent failing to collect a child at the appointed time;
- the procedure to be followed in the event of a child going missing;

Pre-admission information obtained from parents/carers:

- emergency contact numbers;
- the child's special dietary requirements, preferences or food allergies the child may have;
- the child's special health requirements;
- information about who has legal contact with the child; and who has parental responsibility for the child;
- written parental permission is requested, at the time of the child's admission to the provision, to the seeking of any necessary emergency medical advice or treatment in the future;

Other records and information maintained by Bloomers Day Nursery:

- Name, home address and telephone number of the nursery and everyone employed on the premises;
- Name, home address and telephone number of anyone else who will regularly be in unsupervised contact with the children attending the early years provision;
- A daily record of the names of the children looked after on the premises, their hours of attendance and the names of the children's key workers;
- Certificate of registration;
- Records of risk assessment, clearly stating when it was carried out, by whom, date of review and any action taken following a review or incident.

This policy is been used in conjunction with Information Sharing and General Data Protection policies.

SICKNESSES, DISEASES, AND INFECTIONS

We follow the Health Protection Agency's guidance for infection control in schools and other childcare settings. Bloomers Day Nursery takes into consideration guidance from the Health Protection Agency with regards to exclusion periods for illnesses and infection control, as well as the needs of the staff and children.

The official national guideline published by the Health Protection Agency is displayed on the nursery's information/notice board. This information is available at <http://www.hpa.org.uk/>

Infection Control

To prevent the spreading of infectious disease Bloomers Day Nursery adheres to these procedures and our Health and Safety Policy.

- Good Hand Hygiene (Please see our Hand washing Policy for further information)
- Encouraging children to observe good cough etiquette, by encouraging to cover their mouths when they cough and washing their hands after.
- The use of Personal Protection Equipment (P.P.E) when changing nappies, wet and/or soiled children.
- Each room has the tables and floors clean twice per day. The toilets and nappy changing areas are cleaned more frequently.
- Any spilled bodily fluids or blood are cleaned as soon as possible.
- The bins are emptied regularly and never left to overflow.
- Any bedding linen used by the children at nap/sleep time is and washed on the maximum temperature according to the washing label.
- Any soiled clothing is to be placed in a plastic bag with the child name on for the Parent/Guardian to collect.
- Any soiled linen/blankets are to be washed at the maximum temperature specified on the washing label.
- Beds are clean and disinfected regularly
- If a child experience symptoms such as vomiting or diarrhoea are to be kept at home for a minimum of 48 hours to prevent spreading the infection to others.

We will follow guidelines from the NHS Choices website, which currently states that:

Hand, Foot and Mouth: Child should stay away from the nursery for the 5 days after symptoms start as this is when is most infectious and the child is most likely to pass it on to others.

Chicken Pox: Child should stay away from the nursery for 5 days after the first spots have appeared. Only after all blisters are dried and have scabbed over should the child return to nursery.

Head lice: Easily transmitted from head to head. As soon as their child has started treatment they may return to the nursery.

Reporting of Notifiable diseases: If a child or adult is diagnosed suffering from a notifiable disease under the public health (infectious diseases) regulations 1988, the GP will report this to the Health Protection agency.

When the setting becomes aware, or is informed of the notifiable disease, the Manager will inform OFSTED and acts on advice given by the Health Protection Agency.

VISTORS POLICY

At Bloomers Day Nursery we welcome a variety of visitors. Some will be prospective parents wishing to view Bloomers Day Nursery and others may be outside agencies. The security of the children and staff is our utmost concern; therefore, it is necessary for them to sign in our Visitors Book where they state the purpose of the visit and times in and out.

All visitors will be escorted around the premises and will not at any time be left unsupervised with the children in the Nursery.

When a visitor comes to the setting the following procedure must take place:

1. The visitor is welcomed and asked the purpose of their visit, if not known, and whether they have booked an appointment;
2. Where appropriate check the visitors' identification;
3. The visitor will be asked to sign the Visitors Book;
4. The visitor will be shown around the setting if appropriate, staying with the visitor at all times.
5. At end of visit get the visitor will be asked to sign the Visitors Book and will be escorted to the exit.

HEAD LICE POLICY

From time to time, children may contract head lice. In the case that a parent/carer has voiced their concern that their child has head lice, a notice will be placed on the door to inform parents/carers to check their child's hair.

If their child's hair is long, parents/carers are encouraged to tie it back in order to minimise head lice from being spread. Children are allowed to attend the setting with head lice, but if the children show signs of having them such as scratching or telling a member of staff that their head itches, we will ring the parent/carer to inform them of this and they may need to further investigate the situation.

Children are allowed to attend the Nursery when they have head lice treatment on their hair.

Due to health and safety, children are not permitted to wear beads in their hair.

CODE OF CONDUCT FOR PARENTS AND CARERS

We are committed to ensuring that all children are safeguarded whilst in our care.

You can help us to maintain our responsibilities in the following ways:

- Sharing information with staff on your child's development, health and wellbeing.
- Letting us know if someone else is collecting your child and give them a password.
- Collecting your child on time - if you are going to be unavoidably late then please contact the nursery to let them know.
- Ensuring you can safely transport your child to and from the nursery using age-appropriate car seat restraints.
- Feeding back any suggestions and ideas to the nursery staff.
- Directing any worries, concerns or complaints to the Nursery Manager, arranging a meeting if required.

Please refrain from:

- Shouting at, smacking or physically punishing your child or any other child whilst in the nursery.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers either in person, on the phone or in writing.
- Collecting your child from the nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Discussing sensitive issues within earshot of your child or other children or other adults.

CODE OF CONDUCT FOR VISITORS AND CONTRACTORS

We are committed to ensuring that all children are safeguarded whilst in our care.

You can help us to maintain our responsibilities in the following ways:

Please do:

- Show your identity badge to staff and be patient whilst they check with the manager before letting you onto the premises.
- Follow the instructions of the staff with regard to which areas of the nursery you are permitted to access.
- Treat children with respect. Once in the nursery rooms/garden the children needs and interests take priority.
- Respect children's personal space and privacy; particularly in the toilet areas.
- Ask for permission before joining in with children's play. Although some children love to involve an adult in their play it is not always appropriate for any number of reasons. Please ask a member of staff before you play with the children.
- Use Mobile Phone whilst on the premises, the visitor **MUST** turn it off/ silence it for the duration of their visit
- Report to the manager any concerns you may have about staff conduct or children's wellbeing.

Please refrain from:

- Picking up, carrying around, shouting at or disciplining the children; please inform staff of any situations you come across that require their attention.

- Making a child sit on your lap or give you a cuddle. They must be given the same respect as adults – it is their decision if they want to be touched and many are wary of strangers so might be frightened by your attention.
- Crowding around children as this can feel intimidating to them. Remember that adults appear like giants to children so sit or kneel down to keep on their level when playing or talking with them.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or parents either in person, on the phone or in writing.
- Discussing sensitive issues within earshot of children or other adults.
- Visiting the nursery if you have consumed alcohol, medication or other substances that have affected your judgement or responses.
- Taking photos or videos of children (unless you are on site as the official photographer as arranged by the manager).
- Leaving tools, bags or other equipment unattended or within reach of children.
- Taking items from the premises without permission. If you require something this must be requested direct with the manager.

DATA PROTECTION POLICY

The company is required to process relevant personal data as part of its operation and shall take all reasonable steps to do so in accordance with this policy.

Processing may include obtaining, recording, holding, disposing, destroying or otherwise using data. The Company will endeavour to ensure that all personal data is processed in compliance with this policy and the principles of the Data Protection Act 1998.

Any information which falls within the definition of personal data and is not otherwise exempt will remain confidential and will only be disclosed to third parties with the consent of the appropriate individual or under the terms of this policy.

The Company may from time to time be required to process sensitive personal data regarding a child in our care. We will share this data where there is a legal obligation to do so such as in a child protection investigation.

The following must be adhered to at all times:

- Children's records must be kept in a locked cupboard or cabinet at all times.
- Staff must only have access to child data that is required to be used for the safety of the child, for example emergency contact numbers, care plan information etc.
- No personal records must be removed from site unless authorised by the Manager Yemi Ejoh, for example the Deputy Manager, supervisor or a room leader must not take records home.
- Record sharing can only take place with either the parent's consent or on the authority of the Safeguarding Team.
- Any documentation that needs to be destroyed must be shredded.
- Documents that are required to be retained must be stored as per company guidelines.

If a parent wishes to find out what information we hold on their child, then they should request this in writing and there will be an administrative charge of £10. Information will be provided within 28 days.

This policy is to be used in conjunction with Record Keeping and General Data Protection Regulation Policy.

INTIMATE CARE POLICY

Bloomers Day Nursery is committed to ensuring that all Nursery Practitioners responsible for the intimate care of children will undertake their duties in a professional manner at all times. We recognise that there is a need to treat all children with respect when intimate care is given. No child should be attended to in a way that causes distress or pain.

Children will be treated with dignity and staff must follow intimate care procedures when carrying out the following:

- Changing nappies
- Toileting
- Changing clothes
- Washing
- Handling
- Administering medication (to be carried out only by appropriately trained staff)
- Or any other intimate procedure

Where possible the child's key person will carry out intimate care procedures and ensure their care plan is adhered to.

Children's privacy will be respected throughout and independence will be encouraged; staff will offer support when this is necessary or asked for.

We will safeguard children by ensuring that only staff with a current **Bloomers Day Nursery** enhanced DBS and the appropriate training will carry out intimate care procedures. Staff will not be left on their own with children for extended periods of time.

Staff members are trained in safeguarding procedures and will report any concerns about their colleagues or children without delay to the appropriate government agencies.

Policy updated: July 2019 by Yemi Ejoh (Nursery Manager) and Alfred Lawale (Administrative Manager)

**90 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

EMERGENCY CLOSURE POLICY

At Bloomers Day Nursery we have a very committed team of staff, but on the rare occasion, we may not be able to open the nursery due to unforeseen circumstances. The decision to close the nursery would be made regarding health and safety issues as the children and staff's safety is our top priority.

The manager will make the decision to close the nursery in the event of:

- Fire
- Flood
- No water supply
- No heating

If any of the above or similar (this is not an exhaustive list) should happen we will telephone, email or place a notification on the nursery's notice board. This will be done as soon as possible to give parents the opportunity to make alternative arrangements and we will keep you informed of the situation on a daily basis.

Snow Closure

Snow is usually forecast and in these circumstances the nursery management will discuss possible alterations to opening/closing times. We take the view that if we cannot guarantee the safety of the children, due to insufficient trained Nursery Practitioners who know the nursery's routines and the children being left in their care, we will close the nursery. Should this difficult decision be made, parents will be given as much notice as possible.

- If snow falls heavily during the day we will contact parents/carers requesting they collect their children early (at a time to be decided).
- Parents/carers unable to collect early: those children will remain at the nursery with the members of staff who live near the nursery until their usual collection time.

If snow falls overnight the nursery management will discuss the feasibility of enough staff members getting to work. If they decide that is not possible, the nursery will close and all parents/carers will be contacted as soon as possible. If you wake up to snow or snow is forecast, please check our website. Any closures made during the year will unfortunately not be re-fundable. We will only close the nursery if it is absolutely necessary!

IMMUNISATIONS POLICY

Prior to enrolling at Bloomers Day Nursery, proof of a child's vaccination status must be provided. A copy of your child's red book will be placed in your child's folder. We must have this documented that we can see children are up to date with their vaccinations, or that they are on a recognised catch-up schedule. We will also ask parents/carers to inform the Healthy Child Lead Practitioner, Hayley Avis, of any subsequent immunisations. Our Healthy Child Lead Practitioner would be available to give advice and information on any health issues, services in the local area and who to contact. Our Healthy Lead Practitioner works in partnership with the local health visitor on issues relating to immunisations, 27 month reviews and healthy eating.

We understand that parents have the right to object to having their child vaccinated and we value your opinion but we do not accept children at Bloomers Day Nursery who have not been vaccinated.

Immunisation is the most important way of protecting babies and children from some serious illnesses.

If nursery staff suspects a case of infection with measles, mumps or rubella among children in their care, they should ask the child's parents to seek advice from their doctor, who will take appropriate steps to report the case to the public health authorities. The public health authorities will then advise the nursery on appropriate action to take.

The following information will be provided to parents, updated as required: it is derived from the NHS website and provides details of the current UK immunisation schedule, as set out below.

Current UK immunisation schedule

2 months

- 5-in-1 (DTaP/IPV/Hib). This single jab contains vaccines to protect against five separate diseases – diphtheria, tetanus, pertussis (whooping cough), polio and *Haemophilus influenzae* type b (Hib, a bacterial infection that can cause severe pneumonia or meningitis in young children).
- Pneumococcal infection

3 months

- 5-in-1, second dose (DTaP/IPV/Hib)
- Meningitis C

4 months

- 5-in-1, third dose (DTaP/IPV/Hib)
- Pneumococcal infection, second dose
- Meningitis C, second dose

Between 12 and 13 months

- Hib/Men C booster. Given as a single jab containing meningitis C, third dose and Hib, fourth dose
- MMR (measles, mumps and rubella), given as a single jab
- Pneumococcal infection, third dose

3 years and 4 months, or soon after

- MMR second jab
- 4-in-1 pre-school booster (DtaP/IPV). Given as a single jab containing vaccines against diphtheria, tetanus, pertussis and polio.

Around 12-13 years

- HPV vaccine, which protects against cervical cancer (girls only): three jabs given within six months

Around 13-18 years

- 3-in-1 teenage booster (Td/IPV). Given as a single jab which contains vaccines against diphtheria, tetanus and polio.

FEE POLICY

Bloomers Day Nursery is an OFSTED registered Day nursery which aims to provide quality childcare at an affordable price. The Core objective of our Nursery is to provide a child care Nursery Services where your child/children can be secure, well cared for and have to access good learning and developmental opportunities all of which comes at a high cost. However, at Bloomers Day Nursery we understand that high costs may be a deterrent to allow parents to grant their children an opportunity to better childcare. We therefore, endeavor to provide our services at the barest minimum cost while ensuring the sustainability and continuity of the business as a fit for purpose Day Nursery. At Bloomers Day Nursery, we value our relationship with parents/carers and are sympathetic towards any difficulty in paying your child's/children's fees. We enlighten our parents and guardians about the Government free funding grants for 3-year-old and other funding available.

- Our Fee Policy details are as follows:
- Upon admission of your child a non-refundable deposit of £25 for registration is required to cover administration costs.
- A two-week deposit of your fees is required before your child can start attending the nursery.
- Fees are payable on the first day of each week or month, and must be paid in advance. This applies to all payment methods. However, individual payment arrangements can be negotiated and treated on a case by case basis; although negotiation does not guarantee acceptance by Bloomers. A one month deposit is required for monthly fees.
- Fees can be paid by standing order, direct debit, bank transfer or Childcare Vouchers. We however recommend that parents should use a standing order or a direct debit as the easiest method of payment. Please contact our office if you are unsure how to go about this.
- Child Care fees are payable 52 weeks a year.
- There are no reductions for absence due to illness* or family holidays. Hence, non-attendance due to holiday, illness or other private reasons will be charged for.
- There are no reductions for Easter, Christmas and Bank holidays.
- We require one month's written notice of a child leaving the nursery or Fees in lieu of notice.
- Due to rising cost in Nursery maintenance, child care cost will increase from time to time. However, when this happens, parents will be given a three-month notice in advance of the imminent fee increase.
- You enter into a contract with the Nursery when a starting date is agreed. Your agreement to our terms and conditions is legally binding. Evidence of this agreement is a signed contract between you and the Nursery. You are therefore bound by the payment terms agreed in that contract.
- There is a charge for late payment of fees when fees are due. Failure to pay this extra charge will lead to your child losing their place at the nursery. Please inform the

Nursery Manager if you have difficulties in paying your fees. Failure to meet payments will result in the termination of the Nursery place.

Late Payment/ Non-Payment of Fees Procedure:

- After one week of non-payment or late payment, you will receive a verbal reminder of the contract.
- If payment has not been paid after the verbal reminder, childcare place will be suspended with immediate effect from the next day of attendance, and the child/children will not be allowed to come into nursery until the fees are paid in full. Fees will still be applicable during the week/weeks the nursery place is suspended.
- If the fees are not paid in full after four weeks, the nursery will terminate the contract and send a letter to confirm this.
- All costs incurred in the collection of unpaid fees including administration costs, solicitors or debt collection agencies cost where needed will be recoverable in full.

USEFUL INFORMATION FOR HELP IN FUNDING CHILDCARE:

There are several ways to obtain assistance in paying for your childcare costs.

Educational Grant for 3 to 4-year olds for all parents

Nursery grant funding is available for all 3 to 4-year olds from the term following their third birthday. With a place at Bloomers Day Nursery, this funding can be spread over 38 to 52 weeks of the year. Please note if you choose to spread the grant over 38 weeks then full private nursery fees are payable during non-term times. This grant is claimed by and paid to the nursery, and this is then discounted from your weekly rate. The nursery will ask parents to sign a form each term to confirm their grant.

Extended 15 hours for working Parents/Carers.

Some working Parents/Carers may be eligible for extended 15 hours if the child's Parent/Carer earning minimum wage and working for a minimum of 16 hours per week. For further information and to apply, please visit www.gov.uk

Childcare Vouchers: for working parents

Employers offer these schemes as a salary sacrifice scheme. Even if your employer does not currently have a scheme set up, in most cases they should be able to do so. Childcare vouchers are exempt from National Insurance contributions on the first £55 you earn a week; tax is only paid on the remainder of the income. Please be aware that in some circumstances the reduction in pay may have undesirable side-effects, such as reducing state pension benefits, bringing the employees pay below the threshold for entitlement to statutory sick or maternity pay. For more information, speak to your employer about which scheme they offer. Bloomers' Day Nursery accept a wide variety of Childcare Vouchers.

Working Tax Credits: for working parents

Parents currently working more than 16 hours per week may qualify for Working Tax Credit, which includes a childcare element that subsidizes the cost of childcare. This can be up to 70% of eligible childcare. You can call the Tax Credit Helpline on 0845 300 3900 for more information on how much you may be eligible for, or go to <http://www.hmrc.gov.uk/taxcredits> and use the Tax Credits Calculator for an estimate of help you may receive. You need to keep HMRC up to date with any changes in your circumstances.

VIEWING POLICY

At Bloomers Day Nursery we ensure policies and procedures are in place to ensure the safety of the children, as well as all employees, when we have viewings onsite.

Our aim is to welcome viewers into our setting to see and share the work we are doing with the children, whilst ensuring that we do not compromise the safety of the children and employees.

Prospective parents/ carers and their children are welcome to visit the Nursery as part of their induction and settling in process.

It's expected that viewers have booked an appointment beforehand when viewing the nursery.

We would also expect viewers to bring along their photo I.D as well as the children's I.D e.g. birth certificate.

In order for visits to be easily arranged. The Nursery telephone number is available on the notice board, on publicity materials and on our website.

Viewings will be conducted on a first come first serve basis and only when there is extra staff present on the premises. If we unable to conduct a viewing we will contact you to rearrange it at an appropriate time.

Procedures

- It's expected for staff to greet the parents and introduce themselves as well as their qualifications and role at the nursery.
- Inquire to what hours the parents seek for their child
- Show viewers the notice board as well as the nursery's policies and procedures.
- Menus will be provided to visitors to show them our balanced menu.
- A staff will conduct a full tour of the premises which includes the rooms as well as the outdoor areas, changing rooms and kitchen.
- Fee's list will be provided to visitors

POLICY ON AGGRESIVE AND ABUSIVE PARENTS/CARERS & BANNING PROCEDURES

We encourage partnerships with our parents, and work hard to maintain mutual respect and recognition of shared responsibility for the children in our care. However, in a very small minority of cases, the behaviour of a few parents can cause disruption, resulting in abusive or aggressive behaviour towards staff.

Bloomers Day Nursery has adopted a policy designed to protect staff from unacceptable behaviour on the part of the parents/carers. It targets actions of these service users, who are aggressive, verbally abusive, and physically abusive, unreasonably demanding or persistence resulting in unreasonable demands of Bloomers Day Nursery staff.

We believe that our staff have a right to work in a safe environment free from verbal and physical abuse. This will not be tolerated. All Staff members of Bloomers Day Nursery have a right to expect that their nursery is a safe place.

If the parent's/carer's behaviour is unreasonable, permission for them to be on the nursery premises may be withdrawn and they will become a trespasser.

We have a complaints procedure in place in the nursery which parents could make their views known if they feel unhappy with any situation in the nursery. We believe that our complaints procedure is fair and it encourages parents in the nursery to communicate with staff openly and honestly regarding the manner and standard of care provided.

1. Risk Assessment

A risk assessment has been prepared to protect staff by ensuring:

- On home visits or parents' evenings, nursery practitioners will attend together.
- That individual consultations will take place in an area where staff may summon help if necessary.
- That two members of staff will see a parent together when it is thought that the consultation could be difficult.

1.1. Procedures

If an incident arises, the member of staff should follow these procedures:

- Ask the person to leave or invite them to a room away from a crowded area or classroom.
- Ask the Manager (or Deputy Manager in her absence) for support.
- In the event of violence or aggression, contact the police using 999.

1.2. After the Incident

The Manager will

- Ask the people who witnessed the incident to make witness reports in writing as soon as possible after the incident. Reports must be signed and dated.
- Make it clear that the reports may be disclosed to the perpetrator and the witness should say whether or not they are prepared for this to happen.
- Consider whether the person should be banned/contract terminated or given a warning letter. The Manager will discuss this with the Deputy Manager and come to a decision.
- If a letter is thought appropriate, a letter will be sent to him or her.

If the Manager considers it unwise to allow the parent/carers back on the premises at this time, she will impose a permanent ban. If a permanent ban is appropriate, the Manager will inform the Parents/Carers of the ban and termination of Contract.

If it is a warning is given to the parent it would be a final warning in writing. The parents/carer will be informed in advanced and the Manager will give the parent an opportunity to make representations about this before finalizing the warning. As soon as this happens, the Manager will write to the parent informing them of the decision taken.

If a ban is permanent Manager will report incident to The Early Years Local Authority and The Learning Trust.

1.3. Early Years Local Authority Role

If the incident is of a serious and/or violent nature, the Manager will report to the Early Years Local Authority Hackney Learning Trust.

1.4.

Police Assistance

In the event of a parent (or other person) becoming aggressive or violent, the nursery **should not hesitate to contact the police on 999**. When the situation does not require immediate Police response, but there is prior knowledge of likely trouble, the Manager may contact the local Police Station or the Safer Neighbour Officer for advice.

SLEEP AND REST POLICY

Aim

To ensure all children have enough sleep for them to develop, and to promote best practice for all children in a safe environment.

Methods

Bloomers Day Nursery adopts a policy of practice recommended by The Cot Death Society to minimise the risk of Sudden Infant Death.

The safety of babies sleeping is paramount in the centre and we promote good practice and ensure that we work in partnership with the parents.

Babies should sleep:

- On their backs
- At the bottom of the cot
- In a well-ventilated room
- With NO duvets or bumpers to the sides of the cots
- With sheets or blankets that cannot become tangled
- Without any large soft toys that have the potential to smother a baby
- With a comforter if they normally have one
- With mobiles that are out of reach

Procedure

All Children's sheets and blankets are kept in the Laundry Room of the nursery and cleaned by the staff daily. This is discussed with the parent and key person when they are settling into the nursery. If a baby has an unusual sleeping routine or position that we would not use in the nursery i.e. babies sleeping on their tummies we will explain our policy to the parents and ask them to sign a form to say they have requested we carry out a different position or pattern on the sleeping babies form. We would work in partnership with our parents/carers always.

Staff should be aware of individual needs of the babies and children at the nursery. Sleep routines are a very intimate part of a baby's day. Babies should not be left to cry themselves to sleep or be left for long periods of time to "drop" off to sleep.

When getting a baby ready to sleep the staff need to ensure that the baby:

- Has a clean nappy
- Has their outer clothes removed

- Is fed or had a drink
- Has had their bibs removed
- Has comforter if needed
- Is not too warm (Room temperature reading monitor available in baby room, this must be recorded at intervals.)

Daytime Rest Policy and Procedure

The Nursery Practitioner should prepare the baby for bedtime by moving to a quieter part of the room, having a story or having a cuddle.

Some babies like to be patted to go to sleep. The nursery practitioner need to pull up a chair to the side of the cot so not to strain their back or to sit on the floor while rubbing their tummy.

If the baby has not gone to sleep after 15 minutes the staff member should consider getting them up and maybe trying them later for another sleep.

The Key Person should discuss this with the parent/carer and establish a time limit for trying to get the baby to sleep which should be communicated to all Nursery Practitioners.

If a baby falls asleep in the arms of a Nursery Practitioner, they should be placed in the cot so they can continue to sleep. If they have fallen asleep unexpectedly and it has not been possible to remove their outer clothes or have their nappy changed, the baby's clothes should be loosened. Nursery Practitioners within the area should be made aware that the baby needs their nappy changing when they wake up.

Some parents/carers may ask for their baby to go to sleep in a bouncy chair. When settling the baby into the nursery the key person should explain the difficulties of this to the parent/carer, which are:

- Once a baby can sit up or move forward they are too big for the bouncy chair.
- They may have difficulties transferring to a cot later on.

The cots should be cleaned weekly, and screws and bolts should be tightened periodically to ensure that the cot is safe and secure.

Evacuation cots should not be used unless all other cots are taken up.

Older Children

Children need sleep and rest periods to help development. Children all develop at different rates and we must meet their needs throughout the day at the nursery. As they grow they will usually develop a routine in which reducing the length or the frequency of their daytime sleeps.

Children at Bloomers Day Nursery have the opportunity to rest or sleep if they need or want to throughout the day. Nursery Practitioners need to create an environment for the children to rest or sleep i.e. a quiet area to cuddle up with a book, cots for younger babies or sleep mats for older children.

Parental wishes should be taken into consideration, although Nursery Practitioners cannot force a child to sleep, wake or keep a child awake against his or her will. This is an OFSTED regulation.

Sleep Monitoring

All sleeping children must be checked at 10 minute intervals and a timer is used to do to alert staff to this. Nursery Practitioners who are working in the rooms are all responsible for checking the children. This should be recorded on a sleep time form.

Checking a child while sleeping should involve:

- Placing a hand on their chest to check they are breathing or putting the back of their hand near to the child's mouth to feel for breath
- Ensuring that each child is well
- Ensuring that each child is not too hot or too cold
- Ensuring that all sheets or blankets are not wrapped around the child

The sleep monitoring chart is used to record the checks and is signed by the member of staff carrying out the check. A record of each child's daily sleep pattern is recorded too.

A minimum of two staff members would need to help put the children to sleep at sleep time. More Nursery Practitioners may be needed if more children are sleeping.

Children cannot be forced to sleep at Bloomers Day Nursery. We rub the children's head gently; pat their back gently whilst trying to get them to sleep. If a child insists on getting up and would not sleep after 15 minutes they should be taken back into the main toddler room. Children cannot be restrained to sleep at any time at Bloomers Day Nursery. It is very important that this policy is followed at all time by all staff members preparing children for sleep time at the nursery.

POLICY ON DEALING WITH COMPLAINTS AND ISSUES FROM PARENTS/CARERS & CHILDREN IN THE NURSERY

All staff with no exception have to report any complaints and issues raised by Parents/Carer to the Manager (Yemi Ejoh) in the first instance.

In the absence of the Manager any complaint/issue should be reported to the Deputy Manager (Hayley Avis) verbally, who will then forward it on to the Manager in writing.

As soon as the Manager resumes duty, staff raising the complaint or issue is required to discuss such complaint or issue with the Manager to ensure that it is dealt with properly.

- Issues will be defined as any complaints involving any child/parent/carer which may be of concern.
- Complaints will be any issues or complaints neither small nor big raised by a carer or parent. They could also be any issues raised by a parent/carer that involves any of our facilities/services they may not be happy or satisfied with. (This may also be complaints about staff members themselves)

All Complaints/ issues need to be reported to the Manager who will deal with them accordingly. No staff should take it upon themselves to deal with complaints/ issues since they may not be experienced enough to deal with it.

All Complaints received from Parents/Carers need to be recorded by member of staff and put in writing including, dates, day, time and name of the parent/child/staff member involved.

CHILD COLLECTION PROCEDURE (OVER 18'S ONLY)

To ensure that children in our care are collected by authorised adults the following procedures must be adhered to:

- When a child is first registered at the nursery, a registration pack must be completed by the parents/guardians detailing those adults who have parental responsibility and any other responsible adults (over 18 years) who are authorised to collect the child. This must be updated by the parents/carers if there are any changes to these arrangements and staff must be kept informed.

At all times, children must be collected by an adult. (NO UNDER 18'S ARE ALLOWED TO COLLECT CHILDREN). Collection of a child from the Nursery by somebody other than the parents / carers will not be granted unless prior notification has been given.

- If an unknown or unauthorised person arrives to collect a child, then under no circumstances will the child be released even if the correct password is given. Staff will contact the parents/carers immediately to inform them that the child cannot be released unless the parents/carers first informs the nursery and the person brings appropriate photo identification as well as the correct password.
- If a known person who collected the child in the past (temporary list) arrives to collect a child but is not on the permanent list of people who usually collect the child and staff have not been informed that the person is collecting the child that day, then staff will first contact the parents/carers to check that the child can be released; parents/carers are required to give a description and a password on such occasions.
- If a known person arrives to collect a child but is not in a state which staff deem suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then staff will not release the child. Another authorised person will be called to come and collect the child instead.
- In the event of parental disputes that have not been through the courts (where both parents had registered their child on the original contract); we cannot prevent the child from being collected by either parent as long as they are both known to the nursery. The other parent must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance and every effort should be made to avoid distressing scenes in front of the child.
- In the event that there is a court order in place detailing custody or access rights by a parent then we will adhere to this and place a copy on the child's file.

CARRYING CHILDREN & POSITIVE HANDLING POLICY AND PROCEDURES

ETHOS

- At Bloomers Day Nursery, we believe that children flourish and learn in an environment where they are expected to behave well. All children should have the opportunity to learn and develop without fear of being hurt or unfairly restricted by anyone else.
- All staff members recognise that very young children need guidance from adults and will make mistakes which may involve hurting others/damaging property. We aim to manage such incidents through our behaviour policy and to reserve physical intervention for only the most extreme cases where we need to protect children from harm.
- We recognise the immense contribution made by parents/carers to children's education and development. We believe that a strong partnership between parents/carers and Bloomers Day Nursery staff is essential if we are to help children learn to develop good personal and social skills. This policy is supported by strong informal links with parents that enable us to quickly address any issues concerning a child's negative behaviour.
- Physical intervention can only be used:
 1. To prevent personal injury to the child, other children or an adult,
 2. To prevent serious damage to property,
 3. In what would reasonably be regarded as exceptional circumstances.

AIM OF THE POLICY/PROCEDURES

- To ensure that all children at Bloomers Day Nursery are cared for in a safe and caring environment.
- To ensure that the behaviour of children is managed effectively in a manner appropriate for their stage of development/individual needs without inappropriate physical intervention.
- To ensure that children are protected and aided in a situation where they may harm other children or adults, or seriously damage property.
- To provide clear guidance for members of staff regarding physical intervention as a means of managing behaviour.
- To ensure that no member of staff or volunteer uses any form of punishment as a means of

managing behaviour.

WHAT IS PHYSICAL RESTRAINT?

Restraint occurs whenever a member of staff uses intentional force to restrict a child's movements against their will. This may involve moving the child by physical means.

Partial restraint (restricting and preventing particular movements) may involve:

- Physically moving a child where there is a risk of a violent incident or accident and where the child has not responded to a reasonable verbal request. (Leading by the hand, ushering by placing a hand on the child's back to guide them.)
- Passive physical contact resulting from standing between children or blocking a child's path.
- Holding children to restrict their movements.
- Retaining a child in a quiet area to prevent individuals/property being damaged.

Total restraint is where children are held in such a way which prevents them from moving. This is an extreme form of restraint and would be used only when an action was thought to be a serious risk to the child or to the other children.

AVOIDING THE NEED FOR PHYSICAL INTERVENTION

Physical intervention must only be used when every other approach has been tried. Staff must not overreact to situations. At Bloomers Day Nursery we try to avoid the need for physical intervention by:

- Creating a calm caring environment where children can feel safe and not threatened.
- By developing strong Nursery Practitioner/child relationships so that adults know children well and will recognise and diffuse problem situations before they escalate.
- By helping children who have temporarily lost their self-control to resume nursery activities as quickly and as positively as possible.

How is the physical restraint policy put into practice?

How the policy is put into practice depends on the individual child and the circumstances. In the event of a child displaying negative or unacceptable behaviour and, depending on the age/understanding of the child, the behaviour may be discussed and an alternative solution suggested for next time (e.g. seek adult help if someone upsets you). The member of staff will then find a positive way for the child to re-enter nursery activities.

The incident will always be treated as a surprising “one off” and children will always be made to feel that staff expects them to behave well. Where appropriate, children will be encouraged to rebuild relationships with other children.

Recording the incident

Staff should report any incident to the Manager Yemi Ejoh. Details of the incident will be recorded if:

- The incident caused injury or distress to any child or member of staff.
- The incident is serious or involves the use of a restrictive hold (even though there may be no apparent injury/distress).
- If a written record is necessary to justify the physical intervention – if the judgement is finely balanced.
- If a record is needed to help analyse patterns of behaviour or staff training needs.
- A parent will be informed of the incident on the same day.

The record of the incident will include:

- How the incident began and progressed, including a description of the child’s behaviour and what was said.
- The steps taken to calm the situation.
- The type of restraint used and for how long.
- The child’s response and outcome of the incident.
- Injuries sustained by the child, another child, member of staff and any damage to property.

Reporting to Parent/Parental partnership

We ask parents to sign the incident form to indicate that they have been informed. We would also discuss the incident verbally with parents, to give them an opportunity to ask questions, and to discuss the best way for nursery/home to avoid further incidents. Details of other children involved (names etc.) are not discussed with parents/care. The copies are kept in the incident file.

Complaints

In the event of a complaint arising out of an incident requiring physical interventions, the complaint would be managed using our Complaints Policy/Procedures and, if necessary, our Procedures for dealing with allegations against a member of staff.

Support from outside agencies

In some cases, help from outside services may be sought if there is a concern that a child's behaviour may be a significant problem. The manager and staff member responsible for behaviour management are responsible for this.

Special Educational Needs

Some children may have SEN and/or a disability that is associated with extreme behaviour. These children may be at a greater risk of needing physical intervention, and a 'positive handling plan' will be discussed and agreed with parents on admission to nursery. This will set out techniques that will and will not be used. The plan will be compatible with the child's Educational Healthcare Plan and Learning Target Meetings, and kept with his/her records.

Adequate training from health professionals will be given to staff where necessary.

Fragile Children

Children may have conditions which make them 'fragile' and they should not be restrained e.g. haemophilia, brittle bone syndrome or epilepsy, or if they have a dependence on equipment such as wheel chairs, breathing or feeding tubes.

Incident Review

The Manager and the SENCO regularly review the incident file. Any need for physical intervention is analysed and ways to avoid further incidents considered. Training needs for staff are considered in this review.

Nursemaid's Elbow

Some children of nursery age are prone to **nursemaid's elbow**, a partial dislocation of the elbow joint that happens when a ligament slips out of place near the elbow.

Nursemaid's elbow (also known as pulled elbow) is a common early childhood injury. It usually happens in children aged 1 to 4 years old because their ligaments (the elastic-like bands that hold bones together) are loose and bones are not yet fully formed. This makes it easier for some bones to slip in and out of place. As children get older, their ligaments tighten and become thicker, bones enlarge and harden, and the risk of nursemaid's elbow decreases.

Causes of Nursemaid's Elbow

The elbow joint connects the upper arm bone (humerus) to the lower arm bones (radius and ulna). The rounded tip of the radius (the radial head) is surrounded by a ligament (the annular ligament) that is sometimes loose in younger children.

If it is not tight enough, this ligament may slip over the radial head and even tear. The ligament also can then get trapped in the elbow joint. In some children, this can happen very easily with just a small amount of force.

Other actions can increase the risk of nursemaid's elbow, such as:

- **Pulling a child up by the hands.** Pulling on hands or forearms can put stress on the elbows. Never pick up a toddler or infant by the hands or wrists. Lifting under the armpits is the safest way to lift a child.
- **Swinging a toddler by the arms.** Any type of swinging that involves holding the hands or wrists can put stress on the elbow joint and should be avoided.
- **Jerking a child's arm.** Pulling a toddler along while walking or quickly grabbing his or her hand can jerk the arm, causing the annular ligament to slip. Remember to be gentle when taking a child by the hand.
- **Breaking a fall with the arm.** The natural response to falling is outstretching an arm for protection. The elbow can overextend during this action, resulting in a slip of the annular ligament.
- **Rolling over in an awkward way.** Sometimes rolling over in a crib, bed, or on the floor can cause nursemaid's elbow in infants and very young children.

Carrying Children

If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold onto you as this will support you and the child when lifting

- Do not place the child on your hip; carry them directly in front of you in order to

balance their weight equally

- Wherever possible, avoid carrying the child a long distance
- Where a child is young and is unable to hold onto you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a child. Make two journeys or ask a colleague to assist you
- If a child is struggling or fidgeting whilst you are carrying them, stop, place them back down and use reassuring words to calm the child before continuing
- Student Nursery Practitioners' and pregnant staff members will not carry children.

JEWELLERY POLICY

We have a commitment to promoting the achievement of each child of every race, religion, cultural background, ability and gender to their full potential.

Rationale

Bloomers Day Nursery would like to keep the children, staff and visitors safe from harm.

Aims

- To keep children safe
- To keep staff and visitors safe
- To respect cultural differences
- To be fair and open

Guidelines

Jewellery is defined as jewels or ornamental objects especially for personal adornment.

It includes:

- earrings
- ear-studs
- rings
- chains
- bracelets and bangles
- rings or studs attached to various parts of the body
- Bloomers Day Nursery's Jewellery Policy is about the wearing of jewellery constituting a health, safety and hygiene risk not only to the wearer but also to other children and members of staff. It is therefore the decision of Bloomers Day Nursery that jewellery must not be worn by children, except small earring studs only.
- Jewellery worn by staff must be safe and not be worn in a way that it can be grabbed and pulled.
- Parents/carers whose child comes to nursery wearing jewellery will be asked to remove it.
- Bloomers Day Nursery will not accept liability for the loss or damage to any items of jewellery, which has been brought into the nursery.

- If a child arrives at the nursery wearing non approved forms of jewellery, this will be sensitively pointed out by the key person, and the parent will be encouraged to remove the items and take them home. If the items are only noticed during the session time they will be removed, put in a safe place and given to the parent/carer at collection time.

STAFF CODE OF CONDUCT AND BEHAVIOUR POLICY

It is the aim of Bloomers Day Nursery to provide a friendly and respectful working environment for all children, staff, families and external professionals. The nursery staff, students and volunteers, have a contractual duty to respect follow the staff Code of Conduct and Behaviour Policy. Please note this list is not exhaustive and other similar incidents or behaviours may be deemed as inappropriate conduct. Failure to adhere to these may result in disciplinary action and/or dismissal. This Code of Conduct should be read in conjunction with the Bloomers Day Nursery Employee Handbook.

Dress Code Policy

- Staff are to ensure that due to contact with children, parents and/or members of the public and your appearance and dress code is therefore important in that we always portray a professional image. Staff should ensure they are dressed decently, safely and appropriately for the tasks they undertake.
- You must dress with health and safety of yourself and others in mind.
- However staff should select a manner of dress and appearance appropriate to their professional role and which may be necessarily different to that adopted in their personal life.
- Make-up should be kept to a minimum and nail polish and extensions should not be worn by staff who work directly with children or handle food. Staff who come into direct contact with children are not allowed to wear acrylic or any other type of fake nails.
- Jewellery should also be kept to a minimum.
- Staff working in the rooms should wear sensible shoes. No high heels or flip flops. Staff working in the Baby Room must wear socks or slippers used for that room only.
- Staff are required to wear sensible footwear as they will be going out in the garden and doing outdoor play. Sensible outdoor clothing is also advisable.
- Any scarf, hijab or any other item of clothing that needs to be secured must be done so with a safety pin. Any other pin is not advised due to Health and Safety issues.

Conduct with other staff, children, parents and carer's and visitors

- At all times during your employment the needs of the children business are paramount and you should ensure that at all times your efforts and energies are concentrated on achieving this objective.
- Staff are expected to conduct yourself in a reasonable manner with fellow employees, customers, clients or members of the public.
- All staff are expected to treat every child and parent/carer with respect and fairness at all times in accordance with Bloomers Day Nursery Policies, and inappropriate behaviour may lead to disciplinary action

- All staff are to value and respect the views of their colleagues so that they feel that their contributions will be listened to.
- Maintain a high standard of customer service

Confidentially staff must adhere to the nursery confidentiality policy in addition to the below points

Staff are not to disclose confidential information relating to the business to any person, or organisation, without our prior written consent.

- Staff must not disclose any trade secrets or other information of a confidential nature relating to the Company or any of its associated companies or their business or in respect of which the Company owes an obligation of confidence to any third party during or after your employment except in the proper course of your employment or as required by law.
- Staff must not remove any documents or tangible items which belong to the company or which contain any confidential information from the Company's premises at any time without proper advance authorisation.
- Parents should also be discouraged to share personal information with other parents

Gifts and Rewards

- Staff will in no circumstances accept undue hospitality from parents, or suppliers. This includes entertainment, the cost of recreation, or holidays etc. Where refusal of an offer of a gift, or hospitality, might cause embarrassment or difficulty, the matter should be immediately referred to the Nursery Manager.
- Occasional gifts such as around the Christmas period or as a general 'Thank you', gift are acceptable. But any gift of any substantial value should not be accepted. Please see our Smoking and Alcohol relating to accepting gifts containing alcohol. Expecting the above staff in the course of providing services to parents of children in the nursery, or in their dealings with suppliers, on the Company's behalf, should under no circumstances accept money, gifts, or other forms of reward.

Buying and Selling of Goods

- Staff are not permitted to buy and/or sell goods of any kind whether on their own account, or on behalf of any other party on the Company's premises whether during or outside of working hours. This is also includes buying or selling through Bloomers Day Nursery website.

Staff Family and visitors

- Staff must not invite visitors/relatives onto Bloomers Day Nursery premises without permission from Management.
- Staff should refrain from friends and relatives from visiting you at work except in the case of emergency.
- Staff no not allowed to secure nursery places at Bloomers Day Nursery for friends and family

Smoking, Drugs, Alcohol and Gambling

- No alcohol or non-medical drugs are to be consumed during working hours. Any members of staff found to be under the effects of either will subject to disciplinary action.
- Staff are not to smoke on the premises or near to it. All staff members are to refer to the Smoking policy in the Employee Handbook. Staff must take steps to ensure they do not smell of smoke when they return to working with the children.
- All forms of gambling/betting are strictly forbidden on the Company's premises whether during or outside of working hours.

Staff Conduct when dealing with Parents/Carers, Children and Colleagues

- Under no circumstances should any arguments or disagreements between any members of staff occur in the presence of children or parents/carers.
- Staff should refrain from bullying, swearing, harassing or victimising another member of staff, this will not be tolerated on the Nursery's premises or when representing the nursery in public.
- Staff should refrain from being aggressive or violent towards children, customers or colleagues. This type of behaviour will result in disciplinary action
- Staff should refrain from disrespectful or threaten children, customers or colleagues

Social Media

Any member of staff working at Bloomers Day Nursery are not permitted to befriend Parents/carers at the nursery on any form on social media

Stealing and damaging property

- Stealing from Bloomers Day Nursery or from other members of staff is strictly forbidden and will result in immediate dismissal.

- Deliberately damaging Bloomers Day Nursery property, will not be tolerated

Mobile Phones

- Staff are not to take their mobile phone in the children's zones, on outings or use them in areas where children are present. Staff must adhere to the Mobile Phone Policy.

Communication with children

- Staff should ensure that their communication with children is clear and open to avoid any communication which may be interpreted as unacceptable.
- Staff are not to disclose any personal details.

Behaviour Management

Staff must consistently follow the behaviour policy at all times

- Staff should refrain from shouting at children apart from in an emergency or safety situation
- Parents are to be kept informed of any behaviour management techniques used with their child.
- Under no circumstances should physical force ever be used as behaviour management.
- Staff must follow correct procedures for restraint and only in agreed circumstances (agreed with parents and management)

Sexual Conduct

- Any sexual behaviour by a member of staff with or towards a child is improper and a criminal offence to do so. Any sexual contact with a child could be a matter for criminal and/or disciplinary procedures.
- Relationships between members of staff and parents are not permitted

Photography

All staff students and parents must adhere to the E-Safety and Mobile Phone and Camera policy

- Under no circumstances should members of staff use their personal camera, phone or tablet to take pictures of the children. Staff must not take pictures of the children that attend Bloomers Day Nursery for their personal use
- Any pictures taken of any of the children that attend the nursery must be safely stored. Please refer to the Photography Policy.

Sharing concerns

All staff, volunteers and students MUST be conversant with the Child Protection and Safeguarding policy and follow it

- All staff should share any concerns they have, especially when it's a concern regarding a child's welfare; they have a duty to report it to the nursery Safeguarding Lead. These are currently:
 - The Designated Safeguarding Lead Officer is Yemi Ejoh (Nursery Manager)
 - In the nursery manager's absence the second Designated Safeguarding Lead Officer is Hayley Avis (Nursery Deputy Manager)
 - The third Designated Safeguarding Lead Officer is Stephanie Smith (Nursery Assistant Manager)

Staff Behaviour when representing Bloomers Day Nursery in a public setting

We believe that children benefit from being taken out of the setting to go on visits or trips to the local parks, or other suitable venues, for activities which enhance their learning experience. It is therefore expected that members of staff at Bloomers Day Nursery will adopt high standards of professional conduct in order to maintain the confidence and respect of the public in general and all those with whom they work.

Staff management in our setting ensure that there are procedures to keep children safe on outings; all staff and volunteers are aware of and follow the procedures as laid out below.

Staff should be aware that safe practice also involves using judgement and integrity about behaviours in contexts other than the work place.

Staff should refrain from:

- Any disagreements or arguments outside the nursery
- Ensuring the children in their care is paramount by following nursery policies and procedures and using professional judgment

Staff must:

- Ensure that the children's needs are put first
- Ensure that travel to and from the outing is done safely

- Ensure that a high ratio is maintained Staff have a responsibility to maintain public confidence and must uphold high standards of personal conduct to do so; both within and outside of their work setting
- Staff must not do or say anything that might bring Bloomers Day Nursery into disrepute.

E- SAFTEY AND MOBILE PHONE POLICY

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 and staff at Bloomers Day Nursery, and parents who use the setting. This policy is to be used in conjunction with the Child Protection and Safe Guarding Policy.

PERSONAL MOBILES

- Employees who bring personal mobiles into work should ensure that they are kept out of the rooms in which the children play and that they comply with the Company's Mobile Phone Policy. Under no circumstance should any member of staff use their mobile phones to take photographs of the children within the nursery, any such event will result in disciplinary action which could lead to dismissal.
- Staff are permitted to use their personal mobile during breaks,
- The Nursery mobile telephone and the use of text messages should only be used in the performance of your duties, including outings and should not be used for making personal calls or text messages.

INTERNET

- Staff may only use the computers in the Nursery to access the internet for reasons relating to the nursery, to find materials and to access reports and government legislation.
- Staff may not access personal emails
- Staff may access the internet for personal use (via their personal smart phone/tablet) in their own time and only during their staff breaks see above.

COMPUTER / NETWORK SECURITY

In order to maintain the integrity of our computer system and records, the following rules must be observed:

- Passwords for access to the system are confidential and must not be revealed to other employees.
- Playing games on the system, or individual computers is forbidden
- All software or USB / flash drives must be authorised by the Manager before they are loaded onto or even placed in any computer.
- Upon the discovery of computer virus and /or corrupted information, the MANAGER must be advised immediately.
- All computers/tablets used by Bloomers Day Nursery have antivirus protection installed to ensure confidentiality.

- Access to Internet must be authorised by the Manager and use of the Internet is restricted to work use. Private use is forbidden
- The creation, generation, and distribution of material that is offensive grounds are forbidden.
- It is forbidden to use the computer system to generate and/or distribute material, which is offensive to or ridicules other employees or families
- The storage of any kind of offensive material (including pornography) on the computer system is expressly forbidden.
- In these rules materials will be considered offensive if it causes distress to the person who receives or discovers it.
- Accidental sending of such material should be impossible if the above rules are observed and applied. Any staff member receiving such should immediately report it to the manager.
- The Company considers any breach of these rules to be Gross Misconduct for which the normal punishment will be summary dismissal.

EMAIL

Network and connectivity technologies enable us to use e-mail. However e-mail could lead to poorer communication if it is abused and misapplied.

This document sets out our e-mail code of conduct and applies to any employee who:

- Uses e-mail technology on behalf of the Company.
- Uses the technology on hardware, software provided by the Company
- Uses the technology to communicate information about the company its customers and /or suppliers
- Uses the technology to communicate any information that has been gained from the Company

Our objective for installing e-mail is to provide an improved channel of communication with our customers and professional partners and therefore improving outcomes for children and customer satisfaction.

- E-mail is not a substitute for face-to-face, or even telephone communication. The human being uses many techniques during face-to-face communication (e.g. body language, facial expression, tone, pitch, etc.) that cannot be employed within an electronic message. Care must be taken in the construction of an e-mail message so that its contents cannot be misinterpreted.
- Bullying, harassment or abuse of others through the use of e-mail is forbidden. This includes sending information that insults or harasses others with respect to sex, race, age, disability or religion.
- E mail can be used by staff for work purposes from the nursery computer but only sent through the nursery's e mail account

- Staff are required not to contact parents from their personal e-mail accounts nor give out their personal e mail addresses. Parents/Carers are only to be contacted through the Nursery's email account.
- The sending of e-mails is restricted to business use only.

Staff are forbidden to:

- Access or distribute offensive material Engage in on-line gambling
- Take part in electronic chain letters
- Download or distribute copy right information
- Download, open or distribute unauthorised software
- Post confidential information about the Company, its customers or suppliers. Use the company system for personal purposes, without the prior authority of the Manager.

USING SOCIAL MEDIA WEBSITES

All members need to be aware of the potential for damage to be caused (either directly or indirectly) to Bloomers Day Nursery in certain circumstances through their personal use of social media, when you can be identified as a Bloomers Day Nursery employee.

As a result, staff members, should refrain from:

- Contacting Parents/ Carers on social media websites. This will help maintain a professional relationship. Use social media to display images connected with your job in the nursery.
- Staff are aware that defamatory comments posted by an employee on his or her Facebook page can be used as evidence in the employee's disciplinary proceedings, as long as that evidence is obtained by lawful means.
- Under no circumstances are they allowed access to social networking sites whilst in the play rooms. All computers and tablets in children's groups have filters.

Any member of staff found to be:

- accessing social networking sites or other websites not relating to work either via the computer rooms where children play or their mobile phones, even if they are on lunch break, or off duty,
- Taking pictures taken on the nursery setting to be published on personal social media pages.
- Making disparaging remarks about your employer/colleagues
- Posting any comments and/or images could not be deemed defamatory

will be subject to disciplinary action.

If any staff members have parents as friends then there should be NO discussions of the nursery, staff or any of the children/families who attend the nursery. If parents have any questions / concerns regarding their child, nursery or staff then this should be discussed in a professional manner with management at the nursery.

HAND WASHING POLICY

These procedures are to be carried out by all staff and children to help prevent the spreading of infectious disease.

Children are encouraged to wash their hands before and after each meal

Tissues are available in each room to encourage children to wipe and blow their own noses and discard appropriately.

Correct hand washing procedure:

1. wetting hands with warm water
2. applying an adequate amount of liquid soap
3. rubbing this thoroughly onto all hand surfaces (for at least 10 to 15 seconds)
4. rinsing thoroughly
5. drying thoroughly, preferably with disposable paper towel

Hands should be washed whenever hands are visibly dirty.

After:

Using the toilet, toileting/handling potties/changing nappies, removing personal protective equipment (gloves and aprons), contact with blood/body fluids (e.g. faeces, vomit), touching any potentially contaminated surface (e.g. cleaning cloths/equipment, soiled clothing), any cleaning procedure, caring for sick children, sneezing/blowing nose, dealing with waste, playing outside or playing with sand or water, touching animals and/or their cages, feeding utensils and toys

Before:

Preparing and serving food or drink and feeding children, eating and drinking, going on break, handling sterilised feeding equipment, preparing a feed.

This policy is in addition to our Health and Safety Policy and our Sickness, Diseases and Infection Policy. Please see each policy for further information

STAFF EATING WITHIN THE ROOMS POLICY

At Bloomers Day Nursery, we pride ourselves on encouraging and teaching children in the nursery to have healthy eating habits. Within the nursery, we provide the children with healthy and nutritious meal during their care at Bloomers Day Nursery. At Bloomers Day Nursery, we have a Food Policy which covers all aspects of food and healthy eating. Our Food policy states how meal times can support children's learning in a range of areas.

All staff members who handle food are Level 2 Food and Hygiene qualified, trained to provide healthy, nutritious and a well-balanced menu.

At Bloomers Day Nursery staff who have a level two certificate Food and Hygiene are the only ones able to cook food given to the children at the nursery. This is to ensure that all food given to the children meets Health and Safety requirements. Staff are not allowed to give children any food they bring in from outside the nursery environment. This is to ensure that children, especially those with dietary requirements are strictly catered for by the nursery. Our qualified cooks are aware of all dietary requirements of the children in the nursery. Also, some children may have severe allergies which only the cook and qualified senior staff are aware of.

This is to ensure that choking risks are limited and that children are given healthy carefully prepared food in accordance to our Health and Safety Policy. For this reason, we do not want staff members to bring their own personal food into the children's rooms, to give children in the nursery food that staff have prepared from home/outside the nursery and also not to give children any snacks from home. This would include: sweets, chewing gum, savoury snacks, fruits, drinks, water or any food that has not been prepared at Bloomers Day Nursery. If children see staff eating their personal food in the nursery rooms children may ask the staff to give them some.

BELOW IS WHAT IS NOT ALLOWED:

- All staff personal food and drink must be consumed in the staff room
- Under no circumstances are staff allowed to eat their own personal meals or snacks in the children's room
- Staff are not allowed to eat any type of sweets or chew gum while in the rooms.
- Bloomers Day Nursery have a staff budget for breakfast to be provided for the staff, breakfast provided on this budget cannot be eaten in any of the children's rooms (this would include: yogurts, bagels, toast, biscuits, cakes, juice, instant oats porridge, any other form of cereals that the children do not eat, bacon, sausages, waffles, hash browns, cheese, strawberries, raspberries etc.

WHAT IS ALLOWED

- Only water in bottles is allowed in the children's room (Baby room, toddler room and pre-school room)
- Staff can eat breakfast and lunch in the room only if eating breakfast or lunch provided by Bloomers Day nursery for the children and only while eating with the children. (For example, staff can have some of the children's cereals for breakfast or whatever is on the menu for the children's breakfast.)
 - Staff seen eating their own personal food in the children's rooms would be facing immediate disciplinary action which may lead to termination of contract. Please ensure that this policy is observed, as this is in the best interest of the children we take care of at Bloomers Day Nursery.

CRITICAL INCIDENT POLICY

At Bloomers day Nursery we understand the importance of planning for all eventualities to guarantee the health and welfare of the children under our care. We have in place a critical incident policy in order to guarantee the nursery operates smoothly in the case of a critical incident.

In responding to the incident the aim will be to ensure:

- rapid and immediate response is taken
- accurate information is relayed to parents and emergency services regarding the incident
- normal nursery routine is maintained as far as possible , offering continuity to the children
- immediate support and guidance by the nursery manager in charge

Examples of incident:

- flood
- fire
- burglary
- abduction/ threatened abduction of child
- bomb threat / threat attack
- intruder
- any of incident that may affect the care of children in the nursery

Training:

The nursery manager will brief staff in prevention, management and response to incidents.

Bloomers day nursery will ensure that all staff are aware of the procedures in place and how to respond immediately to incidents.

Flood:

There is always a possibility of a flooding from adverse weather conditions. However bloomers day nursery ensures that are heating systems are regularly maintained and checked to avoid flooding. Our central heating systems are checked and serviced annually by corgi registered gas engineer and they conform to all appropriate guidelines and legislations. If flooding occurs during the day nursery then the manager will decide on the severity of the flooding and the location and if decide necessary fire evacuation procedure may occur. In this instance parents will be notified and children will be kept safe.

Fire:

Refer to fire safety policy on Health and Safety Policy.

Burglary:

Bloomers day nursery routinely carries out a locking up procedure with the premises which ensures all windows and doors are closed and locked before leaving. The manager/ deputy manager will open up the nursery in the morning if they discover the premises were broken into they will follow the following procedure.

- Staff will call 999 and alert them of the burglary and provide as many details as possible.
- The manager / deputy on duty will assist police with any enquiries
- Management will be available at all times to answer any queries/questions parents have and to assist in anyway.

Abduction/ threat of abduction of child:

Bloomers day nursery has safe procedures in place that to ensure the safety of children in our care. Staffs remain vigilant constantly and will report any suspicious behaviour or people on the Nursery premises. All doors and gates on the nursery premise are locked and staff members are the only ones authorised to let parents/carers in. Children are only released into the care of authorised parents/carers.

If a member of staff witnesses an abduction or a potential abduction we have the following procedures in place:

- Police will be contacted immediately
- Management will take control of the situation
- Parents will be contacted
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat/ threat attack:

If a bomb threat is received the nursery will make its priority to emergency evacuate the children from the premises and alert the police and provide as much detail as possible.

Intruder:

If an intruder has been seen on the nursery premises all action will be taken to keep the children safe.

GENERAL DATA PROTECTION REGULATION

POLICY (GDPR)

Statement of Intent

GDPR stands for General Data Protection Regulation and replaces the previous Data Protection Directives that were in place. It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018. GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individuals data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. Bloomers Day Nurseries Limited is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff's personal data. The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. Bloomers Day Nurseries Limited is registered with the ICO (Information Commissioners Office). GDPR includes 7 rights for individuals:

- 1) The right to be informed

Bloomers Day Nurseries Limited is a registered Childcare provider with Ofsted, therefore, it is required to collect and manage certain data. We need to know parents' names, addresses, telephone numbers, email addresses, date of birth and National Insurance numbers. We need to know children's full names, addresses, date of birth and Birth Certificate number. For parents claiming the free nursery entitlement we are required to provide this data to Hackney Council; this information is sent to the Local Authority via a secure electronic file transfer system. We are required to collect certain details of visitors to our nursery. We need to know visitors' names, telephone numbers, and addresses and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies. As an employer Bloomers Day Nurseries Limited is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver's license, bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system to GBG (GB Group PLC) for the processing of DBS checks. Bloomers Day Nurseries Limited uses Cookies on its website to collect data for Google Analytics, this data is anonymous.

2) The right of access

At any point an individual can make a request relating to their data and Bloomers Day Nurseries Limited will need to provide a response (within 1 month). Bloomers Day Nurseries Limited can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

3) The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Bloomers Day Nurseries Limited has a legal duty to keep children's and parents' details for a reasonable time*, Bloomers Day Nurseries Limited retain these records for 3 years after leaving pre-school, children's accident and injury records for 19 years (or until the child reaches 21 years), and 22 years (or until the child reaches 24 years) for Child Protection records. Staff records must be kept for 6 years after the member leaves employment, before they can be erased. This data is archived securely offsite and shredded after the legal retention period. There is a full Risk Assessment in place for transportation and storage. A copy of this Risk Assessment can be provided upon request.

4) The right to restrict processing

Parents, visitors and staff can object to Bloomers Day Nurseries Limited processing their data. This means that records can be stored but must not be used in any way, for example, for reports or for communications.

5) The right to data portability

Bloomers Day Nurseries Limited requires data to be transferred from one IT system to another; such as from Bloomers Day Nurseries Limited to the Local Authority, to shared settings and to Tapestry' Online Learning Journal. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

6) The right to object

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

7) The right not to be subject to automated decision-making including profiling. Automated decisions and profiling are used for marketing. Bloomers Day Nurseries Limited does not use personal data for such purposes.

Storage and use of personal information

All paper copies of children's and staff records are kept in a locked office and a locked filing cabinet at the nursery. Members of staff can have access to these files but information taken from the files about individual children is confidential, these records remain on site at all times and are also archived on site. These records are shredded after the retention period. Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.

Bloomers Day Nurseries Limited collects a large amount of personal data every year including; names and addresses of those on the viewing list. These records are shredded if the child does not attend or added to the child's file and stored appropriately.

Information regarding families' involvement with other agencies is stored both electronically on an external hard drive and in paper format, this information is kept in a locked office and in a locked filing cabinet. These records are shredded after the relevant retention period. Upon a child leaving Bloomers Day Nurseries Limited and moving on to school, data held on the child may be shared with the receiving school. Such information will be sent via post or via a secure file transfer system or handed in person to Parent/Carer. For children attending school outside Hackney borough, the parent/carer will be given the data to deliver to the receiving school. Bloomers Day Nurseries Limited stores personal data held visually in photographs or video clips or as sound recordings (written consent would have been obtained via the registration form). No names are stored with images in photo albums, displays, on the website or on Hackney Learning Trust website. Access to all Office computers and Tapestry Online Learning Journal is password protected. When a member of staff leaves the company, these passwords are changed in line with this policy and our Safeguarding policy. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet. GDPR means that Bloomers Day Nurseries

Limited must;

- Manage and process personal data properly

**131 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

- Protect the individual's rights to privacy
- Provide an individual with access to all personal information held on them

Information stored

Personal information will be stored in one of two ways, paper form or on the computer in a password secured file. All paper copies of personal information are stored in a locked cupboard in the office with limit access to only staff in the management team and parents on request. Permission to store information on the computer will be sought from parents or staff during registration through the contracts. All computers are password protected and information is also stored in password protected files within the computers. Computers in the office are again only accessed by the management team or if used by another member of the team personal files are not accessible to them. In line with the updated data protection policy staff have 28 days to provide information on request from a parent or carer.

Personal information that is stored will include:

- * Children's and parent's details such as name, address, date of birth, phone numbers, medical information and bank details.
- * Staff details such as name, address, medical information, bank details, criminal records, insurance numbers and qualifications.
- * Accident forms, incident records, restraint records, administration of medication records.
- * Child protection records.

Information Commissioners Office

The Data Protection Act 1998 requires every organisation that processes personal information to register with the Information Commissioner's Office (ICO), unless they are exempt. Failure to do so is a criminal offence. The role of the ICO is to uphold information rights in the public interest and to improve the information rights practices of organisations by gathering and dealing with concerns raised by members of the public. The ICO has set out a commitment to increase consumer trust people have in what happens to their personal data. The Commissioner has also demonstrated a focus on the essential role data protection can play in innovation, and the importance of organisations understanding the growing impetus on companies to be accountable for what they do with personal data. This forms a central part of the new General Data Protection Regulation, which comes into force in May 2018.

Data Protection Officer

A data protection officer (DPO) is a security leadership role required by the General Data Protection Regulation (GDPR). Data Protection Officers are responsible for overseeing data protection strategies and implementations to ensure compliance with GDPR requirements. When the GDPR becomes effective in May 2018 the data protection officer becomes a mandatory role under Article 37 for all companies that collect or process personal data in the

EU. DPO's responsibilities include but are not limited to educating the company and its employees on the important compliance requirements and conducting regular security audits. They are also the point of contact between the company and GDPR supervisory Authorities. The DPO will need to ensure they have informed parents, carers and staff on how their data is being stored and their rights to any of it being erased at any point.

Bloomers Day Nurseries Limited's Designated Data Controller:
Miss Hayley Avis

This policy is to be used in conjunction with Bloomers Day Nurseries Data Protection and Record Keeping policies.

PRIVACY NOTICE

At Bloomers Day Nursery we put your data protection first. New General Data Protection Regulations (GDPR) which come into effect from 25th May 2018, give you greater protection and keeps you more informed about the data we hold on you and your child/children.

Data Controller

Bloomers Day Nursery Unit 1 – 3, 130 Homerton High Street London E9 6HF
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Data Protection Officer

Hayley Avis

Introduction

Bloomers Day Nursery is the data controller for any personal information you provide to us regarding you or your child. This means we decide how your personal data is processed and for what purpose.

It is compulsory to collect and process data for a number of purposes concerning its staff, contractors, parents, children and any other individual who comes into contact with the nursery. In gathering and using this data Bloomers Day Nursery is committed to protecting all individual's rights of freedom and privacy through meeting the requirements of the General Data Protection Regulation 2018 (GDPR).

We are committed to ensuring that any personal data we hold about you and your child is protected in accordance with data protection laws and is used in line with your expectations.

This privacy notice explains what personal data we collect, why we collect it, how we use it and how we protect it.

What personal data do we collect?

We collect personal data about you and your child to provide care and learning that is tailored to meet your child's individual needs. We also collect information in order to verify your eligibility for free childcare as applicable.

Personal details that we collect about your child include:

- Your child's name, date of birth, gender, address, health and medical needs, development needs, and any special educational needs, emergency contacts, religious/cultural needs, immunisations, attendance information (start date, day he/she attends and the number of hours), Development records and any development needs.

Where applicable we will obtain child protection plans from social care and health care plans from health professionals.

We will also ask for information about who has parental responsibility for your child and any court orders pertaining to your child.

Personal details that we collect about you include:

- Your name, home and work address, phone numbers, emergency contact details, and family details, medical consent, consent to attend trips and outings, photograph consent, proof of address, your national insurance number and date of birth.

This information will be collected from you directly from the registration form.

If you apply for up to 30 hours free childcare, we will also collect:

- Your national insurance number or unique taxpayer reference (UTR), if you're self-employed. We may also collect information regarding benefits and family credits that you are in receipt of.

Why we collect this information and the legal basis for handling your data

We use personal data about you and your child in order to provide childcare services and fulfil the contractual arrangement you have entered into. This includes using your data to:

- contact you in case of an emergency
- To support your child's wellbeing and development
- To manage any special educational, health or medical needs of your child whilst at our setting
- To carry out regular assessment of your child's progress and to identify any areas of concern
- To maintain contact with you about your child's progress and respond to any questions you may have
- To process your claim for up to 30 hours free childcare (only where applicable)
- To keep you updated with information about our service

With your consent, we will also record your child's activities for their individual learning record. This may include photographs and videos. You will have the opportunity to withdraw your consent at any time, for images taken by confirming so in writing.

We have a legal obligation to process safeguarding related data about your child should we have concerns about their welfare. We also have a legal obligation to transfer records and certain information about your child to the school that your child will be attending.

Who we share your data with

**136 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

In order for us to deliver childcare services we will also share your data as required with the following categories of recipients:

- Ofsted – during an inspection or following a complaint about our service
- The Local Authority (where you claim; 2-year old funding, 15 hours funding and up to 30 hours free childcare as applicable)
- The government’s eligibility checker (as above)
- Our setting software management provider (Child’s Play, Tapestry)
- The school that your child will be attending
- Social Services
- Hackney Council
- Student Finance
- Police

We will also share your data if:

- We are legally required to do so, for example, by law, by a court or the Charity Commission;
- To enforce or apply the terms and conditions of your contract with us;
- To protect your child and other children; for example, by sharing information with social care or the police;
- It is necessary to protect our or others rights, property or safety
- If we transfer the management of the setting, in which case we may disclose your personal data to the prospective buyer so they may continue the service in the same way.

Who and why we share this data

We are legally obliged to pass some of your details on to third parties for legal reasons such as public bodies. This includes Local Authorities, Ofsted, NHS, Police and enforcing agencies. We will not give information about you or your child to anyone outside of the

company without your explicit consent unless the law or our terms and conditions allow us to.

We will never share your data with any other organisation to use for their own purposes

How do we protect your data?

We protect unauthorised access to your personal data and prevent it from being lost, accidentally destroyed, misused, or disclosed by:

All data stored in paper format will be kept in a safe location where only those who are authorised to access it, can. This may include being locked away in a filing cabinet. Personal data held within software systems will be securely protected with individual logins, which will only be given to those who need to access the data

How long do we retain your data?

- We retain your child's personal data until your child reaches 21 (24 for child protection records) years after your child no longer uses our setting.
- Medication records and accident records are kept for longer according to legal requirements. Records relating to individual children (e.g. Care plans and Speech and Language referral form will be passed on to the child's next school or setting. Copies will be kept at the nursery for a minimum of 3 years).
- Your child's learning and development records are maintained by us and handed to you when your child leaves.
- Accidents and pre-existing injuries - Records are kept for 24 years
- Observation, planning and assessment records of children - Records are kept for 6 years.

In some instances (child protection, or other support service referrals) we are obliged to keep your data for longer if it is necessary to comply with legal requirements (see our Record Keeping policy).

The lawful basis in which we process this data

Bloomers Day Nursery collects and process all the information you provide to us as a parent or guardian under the contractual lawful process. It is necessary to process this data to be able carry out the requirements of the contract. Without this data we will not be able to fulfil your contract and thus not be able to keep your child in our care.

The health and medical data you provide to us regarding your child is legally required and is vital to keep your child safe whilst in our care.

Data regarding your child's ethnicity, race and religion is only processed under the requirements of Local Authorities and public bodies and upholding Bloomers Day Nursery Equal Opportunities policy and ensuring we are meeting the Equality Act 2010.

Some data will only be processed if explicit consent is given. This can include the ability to take photographs of your child. Where this is the case we will ask for your consent at the time we collect your data.

Your rights with respect to your data

You have the right to:

- Request access, amend or correct your/your child's personal data
- Request that we delete or stop processing your/your child's personal data, for example where the data is no longer necessary for the purposes of processing; and
- Request that we transfer your, and your child's personal data to another person

Your data subject rights

If you wish to exercise any of these rights at any time or if you have any questions, comments or concerns about this privacy notice, or how we handle your data please contact the Data Protection Officer, Desreen Shakes. If you have continued to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk/

Changes to this notice

We keep this notice under regular review. You will be notified of any changes where appropriate.

Policy Date: 19^h July 2019.

**139 Policies updated by Yemi Ejoh (Manager) and Alfred Lawale (Administrative Manager):
July 2019**

AVAILABLE POLICIES

Bloomers Day Nursery operates with a wide range of policy documentation to meet the Requirements of the EYFS, which include:

- Health & Safety
- Fire
- Self Esteem
- Smoking
- Lost Children
- Child Collection
- Answering The Door
- Medicine
- Sick Children
- Hygiene
- Equal Opportunities
- Recruitment
- Settling Children
- Behaviour Management
- Complaints
- Confidentiality
- Admissions
- Allegations Made Against Staff
- Nappy changing
- Nutrition
- Safeguarding
- Inclusion
- Data Protection
- Code of Conduct for Visitors and Contractors
- Code of Conduct for Parents and Carers
- Intimate Care
- Emergency Closure

All Policies are available for viewing at Bloomers Day Nursery on request.

Websites used in our policies

- Prevent Duty Departmental –

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/439598/prevent-duty-departmental-advice-v6.pdf

- London Safeguarding Children Board -

<http://www.londoncp.co.uk/>

UN Convention on The Rights of the Child:

http://www.unicef.org.uk/Documents/Publication-pdfs/UNCRC_PRESS200910web.pdf

- Working Together to Safeguard Children (2006) –

http://webarchive.nationalarchives.gov.uk/20130401151715/http://www.education.gov.uk/publications/eOrderingDownload/WT2006%20Working_together.pdf

- Data Protection Act

<http://www.legislation.gov.uk/ukpga/1998/29/contents>

- Eat Better, Do Better Scheme

<http://www.childrensfoodtrust.org.uk/childrens-food-trust/early-years/>

- Early Years Foundation Stage (EYFS)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/335504/EYFS_framework_from_1_September_2014_with_clarification_note.pdf

- Special Educational Needs: Code of Practice

<http://webarchive.nationalarchives.gov.uk/20130401151715/https://www.education.gov.uk/publications/eOrderingDownload/0581-2001-SEN-CodeofPractice.pdf>

- Health and Safety

<http://www.hse.gov.uk/services/education/index.htm>

- Manual Handling

<http://www.hse.gov.uk/msd/backpain/employers/mhor.htm>

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- First Aid Regulations
<http://www.hse.gov.uk/firstaid/legislation.htm>

- Minimising Cot Death

<http://www.cotdeathsociety.org.uk/>

- FGM

www.nhs.co.uk