

Accidents and First Aid Policy

At Hope Green Nursery the safety of all children is paramount, and we have measures in place to help to protect children. However, sometimes accidents do unavoidably happen.

We follow this policy to ensure all parties are supported and cared for when accidents or incidents happen¹ and that the circumstances of the accident or incident are reviewed with a view to minimising any future risks.

Accidents or incidents

When an accident or incident occurs, we ensure:

- The child is comforted and reassured first
- The extent of the injury is assessed and if necessary, a call is made for medical support and/or an ambulance
- First aid procedures are carried out where necessary, by a trained paediatric first aider
- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses
- The accident or incident is recorded on an accident/incident form, and it is reported to the nursery manager. Other staff who have witnessed the accident may also countersign the form, and in more serious cases provide a statement. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered
- Parents are shown the accident/incident report and informed of any first aid treatment given when collecting the child. They are asked to sign the record of any accidents/incidents to acknowledge the entry.
- The nursery manager reviews the accident/incident forms at least monthly for patterns, e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of the day when most accidents happen. Any patterns are investigated by the nursery manager and all necessary steps to reduce risks are put in place
- The nursery manager reports any serious accidents or incidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The accident forms are kept for at least 22 years
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will follow the insurance company procedures, which may involve informing them in writing of the accident

¹ An accident is an unfortunate event or occurrence that happens unexpectedly and unintentionally, typically resulting in an injury, for example tripping over and hurting your knee.

An incident is an event or occurrence that is related to another person, typically resulting in an injury, for example being pushed over and hurting your knee.

- The nursery manager or registered provider will report any accidents of a serious nature to CIW and the local authority child protection team, where necessary, following the guidance set out in serious accidents, injuries and deaths that registered providers must notify to CIW and local child protection agencies, notification must be made as soon as is reasonably practical, but in any event within 14 days of the incident occurring. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed.

Location of accident files: Wall rack in the nappy changing area, children's bathroom downstairs.

Contact Details:

Organisation	Contact
CIW	0300 7900 126
Local child protection team	0345 053 3116
Local authority environmental health department	01352 701234
RIDDOR report form	https://www.hse.gov.uk/riddor/report.htm

Head injuries

If a child receives a head injury while in the setting, then we will follow this procedure:

- Comfort, calm and reassure the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this if this is required (see below)
- If the skin is not broken, we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child.
- If the skin is broken then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury and if they need to collect their child
- Complete the accident form
- Keep the child in a calm and quiet area whilst awaiting collection, where applicable.
- We will continue to monitor the child and follow the advice on the NHS website as per all head injuries
<https://111.wales.nhs.uk/encyclopaedia/h/article/headinjuryandconcussion>
- For major head injuries we will follow our paediatric first aid training.

Transporting children to hospital procedure

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. We will not attempt to transport the injured child in our own vehicles.

- Whilst waiting for the ambulance, contact the parents and arrange to meet them at the hospital.
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Always remain calm. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

First aid

The first aid box is located in: **the downstairs children's bathroom, next to the nappy changing area.**

These are always accessible with appropriate content for use with children.

The appointed person responsible for first aid checks the contents of the boxes regularly, once a month, and replaces items that have been used or are out of date.

The staff first aid box is kept **in the downstairs children's bathroom, next to the nappy changing area.** This is kept out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept.

The appointed person(s) responsible for first aid at work is Sally Johnstone.

*All/*most of the staff are trained in paediatric first aid and this training is updated every three years.

We comply with the requirements noted in the National Minimum Standards and general first aid at work training requirements set out by the Health and Safety Executive in relation to our employees.

When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who holds a current full (12 hour) PFA certificate. A first aid box is taken on all outings, along with any medication that needs to be administered in an emergency including inhalers etc.

Food safety and play

Children are supervised during mealtimes and food is adequately cut up to reduce the risk of choking. The use of food as a play material is offered to encourage children's learning through authentic experiences, always supervised. We understand that learning experiences are provided through exploring different malleable materials as well and the following may be used.

- Playdough
- Cornflour
- Dried pasta, rice and pulses.

These are risk assessed and presented differently to the way it would be presented for eating, e.g. in tuff trays.

Food that could cause a choking hazard, including raw jelly, is not used.

See the Food play policy for further details.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks.

Staff are consulted when procuring PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

Dealing with blood

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood
- Wear disposable gloves, disposable aprons and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

Needle punctures and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste.

Parents of children requiring needles as part of managing a medical condition should supply the nursery with an approved sharps box for safe disposal. Full boxes will be returned to the parents.

If a needle is found, e.g. in the nursery grounds the local authority must be contacted to deal with its disposal.

We treat our responsibilities and obligations in respect of health and safety as a priority and provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

This policy is updated at least annually in consultation with staff and parents and/or after a serious accident or incident.

Admissions Policy

Hope Green Private Day Nursery is registered for 36 children between the ages of 0-5 years.

The numbers and ages of children admitted into the nursery comply with the legal space requirements set out in the NMS. When considering admissions, we are mindful of staff to child ratios and the facilities available at the nursery.

The nursery uses the following admission criteria which is applied in the following order of priority:

1. Looked after children
2. A child known by the local authority to have Additional Learning Needs (ALN)/ Special educational needs (SEN) and whose needs can be best met at the preferred nursery
3. A vulnerable child with either a Child Protection or a Child in Need Plan, or in receipt of other local authority support
4. Children who have siblings who are already with us
5. Children whose parents live within the area.

A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability. We operate a waiting list and places are offered on an availability basis.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Prior to a child attending nursery, parents must complete and sign a contract/registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, dietary requirements, allergies, collection arrangements, vaccinations, sessions of attendance, contact details for parents, doctor, health visitor, and parental consents.

Childcare Offer for Wales (30hrs funded early education and childcare)

At Hope Green Private Day Nursery, we provide the Childcare Offer for Wales for children aged 3-4 years old for 48 weeks of the year, subject to availability. These places are allocated on a first come, first served basis.

All funded sessions provided are in line with Welsh Government and Local Authority Guidance. When you register your child for their funded place, we will discuss your needs and, as far as possible with availability and staffing arrangements, we will accommodate your wishes. We do reserve the right to limit and/or have specific funded sessions according to our business requirements.

Allergies and Allergic Reactions Policy

At Hope Green Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction.

We aim to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

- All staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth and/or tongue, swelling of the airways, to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on their child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register in the Medicine file in the children's bathroom downstairs.
- Where a child has a known allergy, the nursery manager will carry out a full allergy risk assessment with the parent prior to the child starting the nursery and/or following notification of a known allergy. This assessment is shared with all staff. This may involve displaying photos of the children along with their known allergies in the kitchen and/or nursery rooms, where applicable
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts, gluten
- The manager, nursery cook, and parents work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating is monitored for children with allergies. Where deemed appropriate, staff will sit with children who have allergies and, where appropriate staff will discuss food allergies with the children and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a paediatric first aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and record any treatment given on a medicine form.
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

Food Information Regulations (FIR) 2014

We incorporate additional procedures in line with the Food Information Regulations 2014 (FIR) including displaying our weekly menus on the parent information board, website, online system identifying any of the 14 allergens that are used as ingredients in any of our dishes.

In the event of a serious allergic reaction and a child needing transporting to hospital

The nursery manager or staff member will:

- Call for an ambulance immediately if the allergic reaction is severe. Staff will not attempt to transport the sick child in their own vehicle
- Ensure someone contacts the parents whilst waiting for the ambulance, and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Always remain calm and continue to comfort and reassure the child experiencing an allergic reaction. Children who witness the incident may also be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the incident
- Where a serious incident occurs and a child requires hospital treatment, CIW will be informed.

This policy is updated at least annually in consultation with staff and parents and/or after a serious incident.

Additional Learning Needs (ALN) Policy /Special Educational Needs (SEN)

Statement of intent

At **Hope Green Nursery** we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive and engaging experiences, to enable them to share opportunities and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs, and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs. Whilst we recognise that there is no longer a statutory role within settings for an ALNCO, we promote best practice and have a designated staff member, Laura Parker, as a setting lead for Additional Learning Needs (ALN)

*We are still incorporating SEN due to the [extended implementation](#) of the Additional Learning Needs and Education Tribunal (Wales) Act, as there may be children in the nursery which have not yet moved from the SEN system.

We believe that all children have a right to the same opportunities and to develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

To enable us to help each child develop to their full potential, we are committed to working alongside parents to support their child's individual needs.

We are committed to making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

Aims

We will:

- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning
- Include all children and their families in our provision
- Recognise each child's individual needs and ensure all staff are aware of, and have regard for:
 - The Special Educational Needs Code of Practice for Wales for children already in receipt of SEN identification prior to 2021
 - The Additional learning needs (ALN) system and code for new identification and assessment of any needs not being met by the nurseries universal provision
- Provide well informed and suitably trained practitioners to help support parents and children with additional learning needs and/or disabilities
- As best practice, designate one or two staff members as the setting leads for Additional Learning Needs
- Help the local authority in the exercise of its ALN functions in relation to individual children following the identification of ALN by the local authority and the development of an Individual Development Plan (IDP)
- Work in partnership with parents and other agencies to meet individual children's needs, including the Early Years Additional Learning Needs Lead Officer (EY ALNLO) from the local education authority, and seek advice, support and training where required
- Provide relevant information to the local authority and the Early Years ALNLO to support them in the creation, maintenance and implementation of a child Individual Development Plan (IDP)
- Accept invitations to contribute to Person Centred Practice (PCP) meetings about ALN or an IDP, this could be done by attending the meeting (in person or remotely) or by contributing outside of the meeting, for example, by providing evidence about a child's needs or progress
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed.

Our setting lead for Additional Learning Needs is **Sally Johnstone/Katie Prince**.

The role of the setting lead for ALN is to support consistency of messaging and act as a central point of contact for all matters relating to Special Educational Needs (SEN)/Additional Learning Needs (ALN). The setting lead for ALN will also act as the main contact between the setting and the Local Authority Early Years Additional Learning Needs Lead Officer (EY ALNLO). The setting lead for ALN should also ensure that appropriate records are kept. These include existing records of children at Early Years Action, Early Years Action Plus and those with statements. For those newly identified with possible ALN, this includes working with the EY ALNLO in the development and review of a child's Individual development plan (IDP). The practitioner usually responsible for the child should remain responsible for working with the child daily and for planning and delivering an individualised programme. Parents should

always be consulted and kept informed of the action taken to help the child, and of the outcome of this action.

The setting lead for ALN works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the learning needs practice and policy of the nursery, always making sure plans and records are shared with parents.

Methods

We will:

- Identify a member of staff to be the setting lead for Additional Learning Needs and share their name with parents
- Provide a statement showing how we provide for children with additional needs and share this with staff, parents and other professionals
- Ensure that the provision for children with SEN/ALN is the responsibility of all members of staff in the nursery
- Ensure that our admissions policy is inclusive and includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child's learning and development
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with additional needs and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Provide a broad and balanced early learning environment for all children with additional needs and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Support the local authority and Early Years ALNLO in the creation, maintenance and implementation of an Individual Development Plan (IDP) for children with ALN. Discuss these IDPs with parents
- Use a system for keeping a record of the implementation of children's IDPs
- Work with the local authority to provide additional resources, where possible to implement our SEN/ALN policy
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/ALN provision by collecting information from a range of sources, e.g. IEP/IDP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure.
- Monitor and review our policy annually.

Special educational needs code of practice

The nursery has regard to the statutory guidance set out in the Special Educational Needs code of practice for Wales (2004) **only** for those children having been identified as having ALN prior to September 2021 that continue to use the setting.

Additional Learning Needs Code for Wales 2021

On 1 September 2021, the ALN system commenced for all children up to, and including, Year 10 who were newly thought to have, or were newly identified as having, ALN on or after 1 September 2021. This means the ALN system applies to all children who are newly identified as having, or newly thought to have ALN, regardless of how their education is delivered.

The nursery will have regard to the Additional Learning Needs Code and Regulations as required in line with the implementation timeline.

Individual Development Plan (IDP)

An IDP is a statutory plan maintained by the local authority that sets out a description of a child or young person's ALN, the additional learning provision (ALP) called for by their learning difficulty or disability, and other associated information. The IDP is intended to be a flexible document that will vary in length and complexity depending on the different needs of the child and the way in which an individual child's needs develop and change over time.

Arrivals and Departures Policy

At Hope Green Private Day Nursery we give a warm welcome and goodbye to every child and family on their arrival and departure as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

Parents are requested to wait under the shelter until a staff member comes to collect their child. This staff member is usually a member of staff from the room the child is based in. The staff member receiving the child immediately records his/her arrival on the daily attendance register. The staff member also records any specific information/messages provided by the parents.

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed and a medication form is completed on the app on arrival.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification or a password are also required, where possible, for the designated adult. Parents are informed about these arrangements and reminded about them regularly. Other than the parents or legal guardian of the child we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

The child's key worker or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents, and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the fridge after the parent has arrived and handed to him/her personally. The Medication policy is to be followed regarding parent signatures.

The nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number.

On departure, the staff member releasing the child will sign the child out on the attendance register immediately to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting their child to ensure safety all at times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so a member of staff will ask the person what the purpose of their visit is. If needed our lockdown procedure will be initiated by staff and the police will be called. In any cases

where someone has gained unauthorised access to the premises we will revisit our arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the Alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit in the visitors' book. Please refer to the Supervision of visitors policy for further information.

Staff, Students and Volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building including on breaks and lunchtimes. Senior staff will oversee this.

Biting Policy

At **Hope Green Nursery** we always promote positive behaviour. We understand that children may use certain behaviours, such as biting to communicate their feelings and needs. Biting is a common type of behaviour that some children use to help them make sense of the world around them, and to manage interactions with others. It can be triggered when they do not have the words to communicate their anger, frustration or need. It can also be used to fulfil an oral stimulation need, such as during periods of teething, or developmental exploration. Sometimes biting can be due to a Special Educational Need/Additional Learning Need and/or disability.

The nursery uses the following strategies to help prevent biting:

- Individual one to one and small group times so that each child is receiving positive attention
- Quiet and cosy areas for children who are feeling overwhelmed to go to
- Stories, puppets and discussion about emotions and feelings, including activities and stories that help support children to recognise feelings and empathise with characters and events
- Additional resources for children who have oral stimulation needs, such as teething rings or chew necklaces
- Vigilant staff that know the children well and can identify when children need more stimulation or quiet times
- Adequate resources are provided and, where possible, more than one resource or toy is sought to minimise conflicts.

Every child is treated as an individual and we work with families to support all children's individual needs. With this in mind, it will be necessary to implement different strategies depending on the needs of the child carrying out the biting.

In the event of a child being bitten we use the following procedures.

The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visible injury. Administer any paediatric first aid where necessary and complete an accident form once the child is settled again. If deemed appropriate the parents will be informed via telephone. Staff will continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict, we do not disclose to the parents the name of the child who has caused the bite
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad
- Ask the child what they can do to make the 'child who has been bitten' feel better (this could be fetching them a toy or sharing toys with them, a rub on the back etc.)
- Complete an incident form to share with the parents at the end of the child's session
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration

- Arrange for a meeting with the child's parents to develop strategies to prevent the ongoing biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- Arrange for a meeting with the parent whose child has been bitten, particularly if the child has been bitten several times, to provide reassurance that the nursery is managing biting incidents effectively
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten
- If a child or member of staff sustains a bite wound where the skin has been severely broken, arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need/additional learning need or disability that lends itself to increased biting, for example, in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

Concerns, Complaints and Compliments Policy

At **Hope Green Nursery** we strive to provide the highest quality of care and education for our children and families and believe that all parents/carers should be treated with care, courtesy and respect.

The information provided to prospective parents about the nursery includes a copy of the Concerns, complaints and compliments policy.

We always hope that parents are happy and satisfied with the quality and service provided, and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and child protection policy.

All staff members have a responsibility to read all policies and are requested to sign that they understand and agree to work to the policies and procedures of the setting, including the Concerns, complaints and compliments policy. The manager will inform all staff of new and updated policies which will be discussed at staff meetings.

All complaints are handled in a sensitive and confidential manner. Complaints are considered and, where possible, investigated and resolved locally. An accurate and detailed written record of all complaints is kept, which includes the following information-

- Name of complainant
- Nature of complaint
- Date and time of complaint
- Action taken in response to the complaint
- Result of complaint investigation
- Information given to the complainant, including the date of response.

The complainant is notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant, the period for the resolution may be extended by up to a further 14 days if necessary.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker

or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager. If the concern is about the Registered Person (Sally Johnstone) and cannot be resolved, they are able to contact the Ombudsman or CIW.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the NMS requirements and its associated regulations. The complainant will be notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary. The manager will document the complaint fully and the actions taken in relation to it in the complaint's logbook (most complaints are usually resolved informally at stage 1 or 2).

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the Registered Person (Sally Johnstone, hopegreennursery@gmail.com), manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

Parents are informed that they have the right at any time to complain to the local authority which has arranged for the provision of day care for the particular child, and that they have the right at any time to complain to CIW. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

If, at any time, we are made aware that the subject of a complaint at any stage in the above process is also covered in a concurrent investigation or legal proceeding (including court proceedings, criminal investigations or investigation by regulatory bodies), we may suspend the above complaints proceedings, if we believe it would comprise or prejudice those concurrent actions.

We will notify the parent of any suspension of the complaint and the reasons for this. We will maintain regular contact with the parent and any external bodies involved in concurrent complaints and investigations to monitor progress. Once any concurrent investigations or actions have concluded, or there is no risk of them being compromised, we will resume the consideration of the complaint and notify the parent.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including the date of response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to CIW on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contacting CIW about a complaint/concern:

If you want to make a complaint or raise a concern, further information is available on the CIW website: <https://www.careinspectorate.wales/contact-us/raise-concern>

To raise a concern:

If you have a specific concern about the safety and quality of a care service in Wales, you can:

- Submit your concern via the CIW web form: <https://www.careinspectorate.wales/raise-a-concern-about-a-care-service/before-we-begin>
- Telephone CIW on: 0300 7900 126.

If you are concerned someone may be at risk of harm, abuse or neglect, you should contact social services in your area to report a safeguarding concern.

[Visit the Welsh Government website](#) for contact details.

If you report a safeguarding concern about a care service, CIW will also be informed.

Contact details for Care Inspectorate Wales

Telephone: 0300 7900 126

Email: ciw@gov.wales

X (formerly Twitter): [@Care_wales](https://twitter.com/Care_wales)

Facebook: [Care Inspectorate Wales](#)

Online: <https://www.careinspectorate.wales/contact-us/get-in-touch>

Contact details for the Ombudsman:

Telephone: 0300 7900203

Email: ask@ombudsman-wales.org.uk

Website: www.ombudsman-wales.org.uk

Post: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

Dealing with Discriminatory Behaviour Policy

This may form part of your Inclusion and equality policy rather than a standalone policy. This policy also links to Safeguarding children and child protection, Prevent duty and radicalisation and Whistleblowing policies.

At **Hope Green Nursery** we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents of any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

We provide a neutral working environment where no one should feel threatened or intimidated and everyone should be treated with equity, inclusivity, dignity and respect. This includes 'work situations' such as social events and social media posts and interactions between colleagues.

Definition and legal framework

Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision, criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic and that provision, criterion or practice cannot be justified as a proportionate means of achieving a legitimate aim
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'; we have zero tolerance towards such behaviour
- **Sexual harassment** is any unwanted sexual conduct that has the purpose or effect of violating a person's dignity or creating a hostile environment for them; the law requires the setting to take reasonable steps to prevent sexual harassment of workers in the course of their employment; we have zero tolerance towards such behaviour
- **Third party harassment** occurs where a person is harassed by someone who does not work for the same employer, such as a visitor or supplier; we have zero tolerance towards such behaviour
- **Victimisation** occurs when an employee is treated badly or detrimentally because they have made or supported a complaint or raised grievance under the Equality Act 2010 or have been suspected of doing so.

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Note: The Act uses the term 'transsexual' which covers those who are 'transgender' or 'trans'. When reviewing discrimination in the setting, seek specialist advice regarding recruitment and promotion processes, the use of toilet facilities, managing absences for transitioning employees, recording employee gender identity and chosen pronouns and correct information sharing for personal details. It is also recommended to plan how to address any questions or concerns raised by other employees or parents so that they are handled in a respectful and sensitive way.

The Disclosure and Barring Service (DBS) offers confidential checks for trans applicants through the 'sensitive applications' route which excludes gender/name information from the certificate (<https://www.gov.uk/guidance/transgender-applications>).

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults (depending on the nature of what is written)
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people pertaining to the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

Incidents may involve a small or large number of persons; they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Our procedures

We tackle discrimination by:

- Providing inclusive early years practice where all staff are able to identify, understand and break down barriers to participation and belonging and create an ethos of equality
- Consistently promoting mutual respect and tolerance of different faiths and beliefs to all practitioners, children and families in the setting. We value diversity and celebrate differences in children and families

- Providing training and support around this subject to support staff understanding and confidence in challenging discriminatory practice, including understanding that harassment, of any kind, is subjective and so depends on how the behaviour makes someone feel. Training ensures staff understand this in order to create a culture of zero tolerance towards sexual harassment in the workplace
- Ensure a zero-tolerance approach is actually taken by challenging any observed instances of inequalities, discrimination and prejudice as they arise in play, conversation, books or other contexts from practitioners, children and families and follow this policy, as outlines below, to ensure that discriminatory behaviours against the protected characteristics are not tolerated within our setting
- Ensuring all children and families have a sense of belonging and they can see themselves and their family's identity reflected in the setting
- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour, stereotyping, bias or bullying taking place in person or via an online arena
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, including behaviour from parents and other staff members
- Expecting all staff to intervene in the case of third-party harassment, reporting issues to the nursery manager and/or reporting criminal acts to the police; we have an anonymous reporting procedure for sexual harassment
- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and recorded appropriately. Any patterns of behaviour should be noted. Perpetrator and victim's initials may be used in the record
- Ensuring any online bullying or discriminatory behaviour is tackled immediately
- Informing the parents of the child(ren) who are perpetrators and/or victims of the incident and of the outcome, where an allegation is substantiated following an investigation
- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying, but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation leads to disciplinary procedures (please see the disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

If the behaviour shown by an individual is deemed to be radicalised, we will follow our procedure as detailed in our Safeguarding children and child protection policy and the Prevent duty and Radicalisation policy in order to safeguard children and families.

Nursery staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in nursery.

We aim to create an atmosphere where the victims of any form of discrimination have confidence to report such behaviour and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory; or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

Fire Safety Policy

At Hope Green Nursery we take reasonable steps to ensure the safety of children, staff and others on the nursery premises in the case of a fire or other emergency through our Fire safety policy and Emergency evacuation procedures.

We comply with the Regulatory Reform (Fire Safety) Order 2005 and accompanying statutory guidance <https://www.gov.wales/fire-rescue>.

The manager/designated fire marshal is **Sally Johnstone & Jill Cronin**

We ensure the nursery premises are compliant with fire safety regulations including following any major changes or alterations to the premises. Any recommendations made by the Fire and Rescue Service are complied with. The *manager/*designated fire marshal ensures we have all the appropriate fire detection and control equipment (e.g. fire alarms, smoke detectors, fire blankets and/or fire extinguishers), it is in working order and seeks advice from the fire and rescue service as necessary.

Smoke or heat alarms which conform to BS 5839 are provided as necessary. This includes at least one working smoke or heat detector on each floor, in the main circulation area (i.e. hallway or landing). A carbon monoxide detector is also installed in every room containing an appliance burning gas, oil or solid fuel. These are checked to the frequency specified by the manufacturer and kept in working order.

They also have overall responsibility for the fire drill and emergency evacuation procedures. These are carried out and for each group of children every three months or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills are planned to occur at different times of the day and on different days of the week to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals. Records are kept in a fire logbook for inspection by the Fire and Rescue Service, and safety certificates are obtained as required.

All staff receive fire safety and evacuation training (including as part of induction) to help them understand their roles and responsibilities. This includes the steps they must take to ensure the safety of children, for example keeping fire doors free from obstruction, how to safely evacuate the children and where the evacuation meeting point is situated. Each room has a specific evacuation plan, which includes information such as evacuating non-mobile babies and using alternative exits depending on where the fire may be situated.

Registration

An accurate record of all staff and children present in the building must be always kept, with children and staff marked in and out on arrival and departure. An accurate record of visitors is kept in the visitor's book. These records are taken out along with the register and emergency contacts list in the event of a fire.

No smoking/vaping policy

The nursery operates a strict no smoking/vaping policy – please see this separate policy for details.

Fire drill procedure

On discovering a fire:

- Calmly raise the alarm by blowing the whistle/breaking the alarm glass
- Immediately evacuate the building under guidance from the manager on duty/fire marshal (Collecting children's room register, where applicable)
- Using the nearest accessible exit lead the children out, assemble at the grassed area, through the nursery gate, furthest from the nursery building.
- Close all doors and windows behind you wherever possible
- If safe to do so, as many staff assist with getting the babies out of the upstairs baby room safely, carried to the evacuation point.
- If safe to do so, staff to assist staff with mobility issues.
- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service and/or police.

If you are unable to evacuate safely:

- Stay where you are safe
- Keep the children calm and together
- Wherever possible alert the manager of your location and the identity of the children and other adults with you.

The manager/designated fire marshal is to:

- Collect the central children's register, where applicable, staff register, nursery mobile/phone, keys, visitor book and fire bag and/or evacuation pack (containing emergency contacts list, nappies, wipes and blankets, etc)
- Telephone emergency services: dial 999 and ask for the fire service
- In the fire assembly point area – grassed area, through the gate, furthest from the nursery building, account for all children against the register
- Account for all adults - staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.

Remember

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.

This policy is updated at least annually in consultation with staff and/or after a fire evacuation practice and/or fire.

Immunisation Policy

At Hope Green Nursery we expect and promote that children are vaccinated in accordance with the government's health policy and their age.

We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children, staff and parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer (see form below).

We record or encourage parents to record information about immunisations on children's registration documents, and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff vaccinations policy

It is the responsibility of all staff to ensure they keep up to date with their vaccinations, as recommended by the NHS vaccination schedule and keep the nursery informed.

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for their own good health.

Emergency information

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters and via Seesaw messages.

Inclusion and Equity policy

Statement of intent

At **Hope Green Nursery** we take great care to treat everyone as a person, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all staff, children and families according to their individual needs. Discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, culture or belief, sex and sexual orientation has no place within our nursery.

A commitment to implementing our Inclusion and equality policy is part of each employee's job description. Should anyone believe that this policy is not being upheld or executed accordingly, it is their duty to report the matter to the attention of Sally Johnstone- registered person in the first instance, or Jill Cronin, nursery manager, at the earliest opportunity.

Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, the nursery's disciplinary policy will be followed.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001
- Special Education Needs Code of Practice for Wales 2004²
- Additional Learning Needs Code for Wales 2021.

We are aware of the anti-discriminatory good practice noted in the NMS:

[Equality Act 2010: guidance - GOV.UK](#)

[Anti-racist Wales Action Plan - GOV.WALES](#)

[Action on disability: the right to independent living framework and action plan - GOV.WALES](#)

[LGBTQ+ Action Plan for Wales - GOV.WALES](#)

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals based on occupational skills requirements. In this respect, the nursery will ensure that no job applicant or

² Information on the implementation of the ALN system

<https://www.gov.wales/additional-learning-needs-transformation-programme-frequently-asked-questions-html#52871>

employee will receive less favourable treatment because of age, gender reassignment, disability, marriage and civil partnership, race, religion or belief, sex and sexual orientation, pregnancy and maternity

- Creating a working environment that is inclusive, free of bullying, harassment, victimisation, racial abuse and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued
- Providing a childcare place, wherever possible, for children who may have additional learning needs and/or disabilities or are deemed disadvantaged according to their individual circumstances
- Making reasonable adjustments for children with special educational needs/additional learning needs and disabilities to remove barriers and improve access for all
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages, culture and media for all children and their families
- Providing a secure environment in which all our families are listened to, children can flourish, and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive, non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity, and training all staff about their rights and responsibilities under the Inclusion and equality policy
- Training staff to ensure their understanding of expected behaviour so they do not discriminate, and how to identify/deal with any discriminatory treatment of others, including children, in the setting, e.g. appropriate training on recognising and avoiding discrimination, harassment, victimisation, and promoting equality of opportunity and diversity in the areas of recruitment, development and promotion
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play, songs and music and activities. Acknowledging the various key cultural celebrations, e.g. Chinese New Year, Eid, Hannukah and promoting non-stereotypical images and language and challenging all discriminatory behaviour (see Dealing with discriminatory behaviour policy).

Note: The Act uses the term 'transsexual' which covers those who are 'transgender' or 'trans'. When reviewing discrimination in the setting, seek specialist advice regarding recruitment and promotion processes, the use of toilet facilities, managing absences for transitioning employees, recording employee gender identity and chosen pronouns and correct information sharing for personal details. It is also recommended to plan how to address any

questions or concerns raised by other employees or parents so that they are handled in a respectful and sensitive way.

Admissions and service provision

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted based on merit, against objective criteria that avoid discrimination.

Redundancy selection will take account of the legal protections from redundancy, as described below.³

Shortlisting will be done by more than one person where possible.

All members of the selection group are committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Application forms are sent out along with a copy of the equal opportunities monitoring form. Application forms do not include questions that potentially discriminate on the grounds specified in the statement of intent.

Vacancies are generally advertised to a diverse section of the labour market. Advertisements avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions are posed which potentially discriminate on the grounds specified in the statement of intent. All candidates are asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates are given the opportunity to receive feedback on

³ **Protection from redundancy**

We recognise that employees on maternity leave, adoption leave and shared parental leave must be given priority over other employees in being offered any suitable alternative employment should their existing role be made redundant. While these do not prevent the employee being selected for redundancy, it ensures that they have priority under these circumstances.

Under maternity leave regulations, the protection against redundancy is from the point the employer is made aware of the pregnancy and up to 18 months after the birth of the child.

For those on adoption leave, the redundancy protection is extended to 18 months from the date of the placement of the adopted child(ren).

For employees taking less than 6 weeks shared parental leave, they are protected during their period of leave. Employees taking more than 6 continuous weeks of shared parental leave are protected for 18 months from the birth of the child or placement of the adopted child/ren.

If the pregnancy ends and the employee is not entitled to statutory maternity leave then the protected period will end two weeks after the pregnancy.

the reasons why they were not successful, if practical depending on the number of candidates.

We may ask questions (under the Equality Act 2010) prior to offering someone employment in the following circumstances:

- To establish whether the applicant will be able to comply with a requirement to undergo an assessment (i.e. an interview or selection test)
- To establish whether the applicant will be able to carry out a function that is intrinsic to the work concerned
- To monitor diversity in the range of people applying for work
- To take positive action towards a particular group – for example offering a guaranteed interview scheme.

Staff

It is our policy not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. They are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Staff will follow the Dealing with discriminatory behaviour policy where applicable to report any discriminatory behaviours observed.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including specific reference to the inclusion and equality policy. The nursery strives towards the provision of inclusion, equality and diversity training for all staff on a **yearly** basis.

Staff are provided with the opportunity to attend training to support them in embedding anti-racist practice within the nursery. And we ensure that all staff members are aware of the anti-racist practice toolkit: https://darpl.org/wp-content/uploads/2024/06/DARPL-Early-Years-Toolkit_ENGLISH.pdf

Early learning framework

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Identifying a key worker for each child each day, who will ensure that each child's care is tailored to meet their individual needs and continuously observe, assess and plan for their learning and development
- Listening to children's verbal and non-verbal communication and making children feel included, valued and good about themselves

- Ensuring that all children have equal access to tailored early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect
- Supporting children to talk about their feelings and those of others, manage emotions and develop empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Knowing children well, being able to meet their needs and know when they require further support
- Ensuring that all early learning opportunities offered are inclusive to all children, including children with additional learning or physical needs and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English or Welsh have full access to our early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of all children are met and help children to learn about a range of food and cultural approaches to mealtimes and to respect the differences among them.

Parent information and meetings

Information about the nursery, its activities, experiences and resources are shared with parents as well as information about their child's development. This is given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

We also consult with parents regularly about the running of the nursery and ask them to contribute their ideas.

Infection Control Policy

At **Hope Green Nursery** we promote the good health of all children attending (including oral health) through maintaining high hygiene standards to help reduce the chances of infection being spread. We follow the [Public Health Wales Guidance for childcare, preschool and educational settings](#), which sets out when and how long children need to be excluded from settings, when treatment is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus, which is produced when an infected person talks, coughs or sneezes. It can also spread through hand and face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from spreading around the nursery.

Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed, including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Ask parents and visitors to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor
- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure that children wear them as well

- Follow the sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are ill and/or are contagious.

In addition:

- The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery
- Parents will be made aware of the need for these procedures for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- In the event of an infection outbreak the nursery will, where appropriate, undertake a deep clean to ensure the spread of infection is contained
- We will follow Government health guidance, as well as seeking legal advice and information from our insurers, on any national outbreak of a virus and/or pandemic and keep parents informed of any course of action. Each specific circumstance will differ and to ensure we take the most appropriate action; we will treat each case on an individual basis
- In addition, where contagious outbreaks occur, we will adopt Government guidance for all visitors to minimise the risk of further spreading of the infection
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are always maintained. These will be increased during the winter months or when flu and cold germs are circulating.

CIW will be informed of the following immediately in line with the regulations (Regulation 31, Schedule 4) in relation to significant events:

The outbreak at the relevant premises of any infectious disease which in the opinion of any registered medical practitioner attending a child or other person at the premises has a condition that is sufficiently serious to be so notified, or of any serious injury to, serious illness of, or the death of, any child or other person on the premises.

Late Collection and Non-Collection of Children Policy

At **Hope Green Nursery** we offer full day sessions. Parents can collect their child from the nursery flexibly within this period, although we ask them to be no later than the session end time. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees remain in place for the allocated session times.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person. This designated person must know the individual child's safety password for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time- 30 minutes, has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform CIW as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be always met and to minimise distress staff will distract, comfort and reassure the child during the process
- To provide this additional care a late fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Managing Extreme Weather Policy

At Hope Green Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves.

If any of these impact on the ability of the nursery to open or operate, we will contact parents via *phone/*email/*text message.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

Flood

In the case of a flood, we will follow our critical incident policy to enable all children and staff to be safe and continuity of care to be planned for.

Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the duty manager will decide whether to close the nursery. This decision will consider the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other severe weather we will contact all available off-duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all options have been explored, we will contact CIW to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

Heat wave

We are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun and find the right balance to protect children from sunburn by following the NHS guidance. The benefits are discussed with parents and their wishes followed about clothing, hats and sun cream.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly labelled sun hat which will be always worn whilst outside in sunny weather. This hat will preferably be of legionnaires design to provide additional protection i.e. with an extended back and side to shield children's neck and ears from the sun

- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date. Sun cream containing nut-based ingredients will not be allowed in the setting
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun (UV levels)
- Shaded areas are provided to ensure children can still go out in hot weather, cool down or escape the sun should they wish or need to
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days, and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun
- Staff members will also work with the parents of the children to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine, e.g. darker skin tones which have more melanin.

Vitamin D

Sunlight is important for the body to receive vitamin D. We need vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy bones, teeth and muscles. Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin D from being out in the sun daily for short periods with their hands or other body parts uncovered.

We also promote the NHS recommendation to parents that all children aged under 5 years should be given vitamin D supplements even if they do get out in the sun.

Medication Policy

As per the requirement of NMS 11.1 this policy conforms to the terms of the registered person's insurance cover.

At **Hope Green Nursery** we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see Sickness and illness and Infection control policies). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up to date.

As required by NMS 10.5 Written parental permission is obtained in advance regarding any necessary emergency medical advice or treatment.

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given when prescribed by the above and for the person named on the bottle for the dosage stated
- Medicines must be clearly labelled with the child's name, in their original container with their instructions printed in English or bi-lingually, including Welsh and English, and must be inaccessible to children
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- As per NMS 11.2 - Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
 3. Parents must notify us **IMMEDIATELY** if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- As per NMS 11.4 - The parent must be asked when the child has last been given the medication before coming to nursery and the staff member must record this information on the medication form. Similarly, when the child is picked up, the parent must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times

- 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
- Where medication is 'essential' or may have side effects, discussion with the parent will take place to establish the appropriate response
- As per NMS 11.3 - Ensure that any child who self-administers medication, e.g. an inhaler, does so in line with written guidance from the parent and with an understanding of the possible side effects of this medication
- Ensure that any child who self-administers medication, e.g. an inhaler does so under staff supervision.

Non-prescription medication (*these will not usually be administrated*)

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner.
- On registration, parents will be asked to consent to emergency paracetamol and anti-histamine being given whilst in our care, if the parents/carers are uncontactable.
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day the nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form.
- Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms (where appropriate) e.g. teething rings cooled in the fridge. The child will be closely monitored until the parents collect the child
- For any non-prescription cream for skin conditions, e.g. Sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given

- The nursery DOES NOT administer any medication unless prior written consent is given for each and every medicine.
-

Liquid Paracetamol

- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication, ensuring the medication is stored in the original container, clearly labelled with the child's name with the onus being on the parent to provide the medicine.
 - The registered setting has a medicine policy which describes the circumstances in which Liquid Paracetamol may be administered to a child who is attending the setting;
 - The medicine policy has been shared with the parent/carer and sets out the arrangements and procedures in place to support the safe administration of prescribed and non-prescribed medication, including when there is an urgent need whilst a child is being cared for at the registered setting, for example, in the event of a child having a high temperature; and
 - The child's parents/carers have given permission for the registered setting to administer Liquid Paracetamol to the relevant child in the circumstances described in the medicine policy.

Conditions relating to each occasion Liquid Paracetamol is administered

In situations where a child becomes unwell/has a high temperature, whilst at our setting, it is most appropriate for the child to be collected by a parent or carer. However, in circumstances where:

1. there may be a delay in the parent or carer collecting the child or arranging collection by someone else; or
2. the parent or carer is not immediately contactable,

It would be appropriate for the child to be given a **single (age appropriate) dose of Liquid Paracetamol** whilst the child waits to be collected if:

1. the child's parent or carer has given prior consent to their child being given Liquid Paracetamol;

and either

2. the child's parent or carer has been contacted;
3. the child's parent or carer has given consent for the dose of paracetamol to be given;
4. a period of at least 4 hours has passed since the last dose of paracetamol was given to the child; and
5. the parent or carer has agreed to collect the child from the registered setting as soon as is practicable;

or

6. the manager has attempted to contact the child's parent or carer, but they cannot be contacted;

7. the nursery has contacted NHS111;
8. a healthcare professional (at NHS111) has advised that it would be appropriate for a dose of Liquid Paracetamol to be given; and
9. the registered setting subsequently makes contact with the child's parent or carer to arrange for the child to be collected from the registered setting at the earliest opportunity/as soon as is practicable.

In addition to the above, we will continue to adhere to **Standard 10.2** which states:

"No child is received if he/she appears to be ill. If children become unwell during their time in the childcare or play setting, care is taken to prevent possible infection of other children and parents are notified as soon as possible."

It must not be assumed that a child is better after receiving Liquid Paracetamol and in all cases the child should be collected by a parent/carer as soon as is practicable after the child becomes unwell.

Storage, Administration and Record Keeping

We understand that the Welsh Government recommends that registered providers obtain, store and administer Liquid Paracetamol in the limited circumstances described in this guidance.

We will hold sachets of paracetamol sugar free oral suspension each containing 120mg of paracetamol in each 5mL sachet.

We ensure arrangements are in place for the safe storage, administration and record keeping of doses of Liquid Paracetamol used in accordance with the medicine policy.

The expiry dates of all stocked medicines must be checked regularly (at least every three months), and before each administration.

All doses of Liquid Paracetamol given to a child will be recorded in accordance with guidance, and will be recorded at the time of administration.

The administration of Liquid Paracetamol is reserved for urgent situations in which it is impracticable for a child's parents/carers to collect the child promptly and only where such administration is in accordance with the guidance set out in this letter.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for the child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication. For children with long term medical requirements, an Individual Health Care Plan from the relevant health team will be in place to ensure that appropriate arrangements are in place to meet the child's needs.

Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or feel unwell and cannot meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their supervisor and seek medical advice. The nursery manager will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or nursery room where staff may need easy access to the medication, such as an asthma inhaler. In all cases it must be stored securely and out of reach of the children at all times. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach. Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

All medications must be in their original containers, labels must be legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

Medication stored in the setting will be regularly checked with the parents to ensure it continues to be required, along with checking that the details of the medication form remain current.

Mobile Phone and Electronic Device Use Policy

At **Hope Green Nursery** we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education.

To ensure the safety and well-being of children we do not allow staff to use personal mobile phones or other personal devices with imaging and sharing capabilities during working hours e.g. cameras, mobiles, tablets or smartwatches/smart glasses.

This policy should be used in conjunction with our online safety policy and acceptable internet use policy, to ensure children are kept safe when using the nursery devices online.

Staff must adhere to the following:

- Mobile phones, or other personal devices with imaging and sharing capabilities are not accessed during your working hours
- Mobile phones, or other personal devices with imaging and sharing capabilities can only be used on a designated break and then this must be away from the children
- Mobile phones, or other personal devices with imaging and sharing capabilities must be stored safely in staff lockers or **the staff box under the wooden pergola** at all times during working hours
- No personal device is allowed to be connected to the nursery Wi-Fi at any time
- The use of nursery devices, such as tablets, must only be used for nursery purposes
- The nursery devices will not have any social media or messaging apps on them, except those used by management for nursery purposes only
- Any apps downloaded onto nursery devices must be done only by management. This will ensure only age and content appropriate apps are accessible to staff or children using them
- Passwords/passcodes for nursery devices must not be shared or written down and will be changed regularly
- During outings, staff mobile phones may be taken, at the manager's decision.
- Only nursery owned devices will be used to take photographs or film videos
- Nursery devices will not be taken home with staff and will remain secure at the setting when not in use.

Parent use of mobile phones and smartwatches/smart glasses

Parents are kindly asked to refrain from using their mobile telephones, or other personal devices with imaging and sharing capabilities, whilst in the nursery or when collecting or dropping off their children. We will ask any parents using their phone/device inside the nursery premises to finish the call or take the call outside. We do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Parents are requested not to allow their child to wear or bring in devices with imaging and sharing capabilities. This ensures all children are safeguarded and protects their property as it may get damaged or misplaced at the nursery.

Visitor use of mobile phones or other personal devices with imaging and sharing capabilities

Visitors are not permitted to use their mobile phones or other personal devices with imaging and sharing capabilities, whilst at nursery and are asked to leave them in a safe secure place such as their cars for the duration of their visit.

Photographs and videos

At **Hope Green Nursery** we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings taken of children in our nursery are only done with prior written permission from each child's parent and only share photos with parents in a secure manner. We will obtain this permission when each child is registered and update it on a regular basis to ensure that this permission is still valid.

We ask for individual permissions for photographs and video recordings for a range of purposes including use in the child's learning journey; for display purposes; for promotion materials including our nursery website, brochure and the local press; and for security in relation to CCTV and the different social media platforms we use. We ensure that parents understand that where their child is also on another child's photograph, but not as the primary person, that may be used in another child's learning journey. Photographs and videos will not be taken in areas where intimate care routines are carried out.

If a parent is not satisfied about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take any photographs or recordings of a child on their own personal devices with imaging and sharing capabilities, e.g. cameras, mobiles, tablets or smartwatches /smart glasses and may only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parents' wishes are met, and children are safeguarded.

Photographs or videos recorded on nursery mobile devices will be transferred to the correct storage device to ensure no images are left on these mobile devices.

Parents and children are not permitted to use personal devices with imaging and sharing capabilities on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media websites or other platforms/areas without permission from the parents of all the children included in the picture.

Applicable for settings using online learning journals only

A Hope Green Nursery we use tablets in the rooms to take photos of the children and record these directly on to their electronic learning journeys. We ensure that these devices are used for this purpose only and do not install applications such as social media or messaging sites on to these devices.

We carry out routine checks to ensure that emails and text messages (where applicable) have not been sent from these devices and remind staff of the whistleblowing policy if they observe staff breaching these safeguarding procedures.

Nappy Changing Policy

NB This policy may be used as a stand-alone policy within your Intimate care policy.

At **Hope Green Nursery** we support children's care and welfare daily in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured.

Our procedure meets best practice identified by [Public Health Wales Guidance for childcare, preschool and educational settings](#)

We enable a two-way exchange between parents and key workers so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs.

We have appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation, serving areas and children's play areas
- Changing mats have a sealed plastic covering and are frequently checked for cracks or tears. If cracks or tears are found, the mat is discarded. Disposable towels or paper roll are placed on top of the changing mat for added protection
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a nappy sack before being placed in the bin. Bins are foot-pedal operated, regularly emptied and at the end of the day are always emptied into an appropriate waste collection area
- We ask that where any non-prescribed creams are needed, e.g. Sudocrem, that these are supplied by the parent and clearly labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels or paper roll are discarded after each nappy change
- Ensure they have all the equipment they need before each nappy change
- Keep nappy bags, gloves and aprons out of reach of babies and children.

Reusable nappies

In addition to the above procedures, where children wear reusable nappies we will:

- Ask the parents for a demonstration for fitting the nappy correctly
- Dispose of any soiling by flushing straight down the toilet
- Dispose of the reusable nappies liner, and place in a nappy bag (and disposed of as per disposable nappies in a nappy bin)
- Store the used nappies in a sealable wet bag away from children (including a waterproof interior and sealed prevents any smells escaping) away from children
- Provide the parents with the wet bag at the end of the day to clean the used nappies.

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted
- Ensuring suitably competent and responsible students only change nappies with the support and supervision of a qualified member of staff
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the Parents as partners policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the Safeguarding children and child protection policy
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
- Cameras, tablets, mobile phones and other electronic devices with imaging and sharing capabilities are not permitted within toilet and intimate care areas
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers and helping staff develop confidence in raising concerns as they arise to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines
- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the

risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

When developmentally appropriate, we work closely with parents to sensitively support toilet training in a way that suits the individual needs of the child and ensures consistency between home and nursery.

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines, please see the manager at the earliest opportunity.

No Smoking/Vaping Policy

At Hope Green Nursery we are committed to promoting children's health and well-being. This is of the utmost importance for the nursery. Smoking and the use of e-cigarettes has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking/vaping policy within its buildings and grounds. It is illegal to smoke/vape in enclosed places.

All persons must abstain from smoking/vaping while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the nursery are not permitted to smoke/vape. We also request that any parents accompanying nursery children on outings refrain from smoking/vaping while caring for the children.

Staff must not smoke/vape while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke/vape during breaks, they are asked to change into their own clothing and smoke/vape away from the main entrance and nursery premises.

We respect that smoking/vaping is a personal choice, although as an organisation we support healthy lifestyles. We follow Public Health Wales advice and aim to help staff and parents to stop smoking/vaping by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS Wales quit smoking helpline - <https://www.helpmequit.wales/>
- Offering information regarding products that are available to help stop smoking.

Promoting Positive Behaviour Policy

At **Hope Green Nursery** we believe that children flourish best when they feel safe and secure and have their needs met by supportive practitioners who act as good role models, show them respect and value their individual personalities. Children are supported through co-regulation, where adults and children work together towards a common purpose, including finding ways to resolve upsets from stress in any domain and return to balance leading onto a path to self-regulation. The nursery encourages and praises positive, caring and polite behaviour always and provides an environment where children learn to respect themselves, other people and their surroundings.

We implement the early years curriculum supporting children to develop their personal, social and emotional development. This involves helping children to understand their own and others' feelings and begin to regulate their behaviour. We support children to do this through working together with parents, having consistent approaches and boundaries appropriate to the emotional development of the child. We help build confidence and self-esteem by valuing all children and giving lots of praise and encouragement.

To support positive behaviour in our setting, we aim to:

- Recognise the individuality of all our children
- Provide a warm, responsive relationship where children feel respected, comforted and supported in times of stress, and confident that they are always cared for
- Understand that certain behaviours are a normal part of some young children's development, e.g. biting
- Encourage self-regulation consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents, carers and other visitors to be positive role models
- Work in partnership with parents by communicating openly
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key worker system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where appropriate
- Support and develop children's understanding of different feelings and emotions, self-regulation and empathy as appropriate to stage of development. This includes using strategies, naming and talking about feelings and ways to manage them
- Have a named person who has overall responsibility for promoting positive behaviour and behaviour support.

The named person for promoting and supporting behaviour is **Laura Parker**. It is their role to:

- Advise and support other staff on any behaviour concerns
- Liaise with the setting's designated person for additional learning needs where a child requires further support or there are concerns about the impact of the behaviour on a child's education and care
- Keep up to date with legislation and research relating to promoting positive behaviour, along with each room leader
- Support changes to policies and procedures in the nursery
- Access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. Keep a record of staff attendance at this training.

Our nursery rules are concerned with safety and care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who are displaying distressed and/or behaviour which challenges, for example, by physically abusing another child or adult, e.g. biting, or through verbal bullying, are helped to talk through their feelings and actions through co-regulation, before thinking about the situation and apologising if appropriate. We make sure that the child who has been upset is comforted. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child or their feelings.

Our promoting positive behaviour procedure is:

- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs
- We never use or threaten to use physical punishment or corporal punishment, such as smacking or shaking, or use or threaten any punishment that could adversely affect a child's well-being
- We only use physical intervention (where practitioners may use reasonable force to prevent children from injuring themselves, others or damaging property) for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be occasions where a child is displaying distressed and/or behaviour which challenges and may need individual techniques to restrain them to prevent a child from injuring themselves or others. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents

- We do not single out children or humiliate them in any way. Where children are displaying behaviour which challenges they will, wherever possible, be distracted and re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff do not raise their voices (other than to keep children safe)
- In any case of behaviour which challenges, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide on strategies to support different types of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards behaviours that challenge to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with behaviour that challenges in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties, we can work together to ensure consistency between their home and the nursery. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings and emotions
- We keep confidential records on any behaviour that challenges that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions, we will implement an individual behaviour support plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete risk assessments identifying any potential triggers or warning signs always ensuring the safety of other children and staff. In these instances, we may remove a child from an area until they have calmed down.

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

At our nursery, staff follow the procedure below to enable them to deal with behaviour that challenges:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way
- Children are helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways

- Staff will initiate games and activities with children when they feel play has become overly boisterous or aggressive, both indoors and outdoors
- We will ensure that this policy is available for staff and parents, and it will be shared at least once a year to parents and staff
- Staff and parents are also welcomed to review and comment on the policy and procedure
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. Working together can ensure our children feel confident and secure in their environment, both at home and in the nursery
- All concerns will be treated in the strictest confidence.

Anti-bullying

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years. Staff will intervene when they think a child is being bullied, however mild or harmless it may seem, and sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour.

By promoting positive behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop a positive sense of self, have confidence in their own abilities, make good friendships, co-operate and resolve conflicts peaceably. These will provide them with a secure platform for school and later life.

Safeguarding Children and Child Protection Policy

At **Hope Green Nursery** we work with children, parents, external agencies and the community to ensure the welfare and safety of children, and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our Inclusion and equality policy for further information). Safeguarding children is everybody's responsibility. All staff, students, supply staff and visitors are made aware and asked to adhere to the policy.

Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with the nursery's other policies and procedures including:

- Additional learning Needs
- Prevent duty and radicalisation
- Looked after children
- Staff suitability
- Safe recruitment of Staff
- Supervisions
- Code of conduct for Staff, Students and Visitors
- Mobile phone, Smartwatches & Social Networking
- Staff Disciplinary Procedure
- Promoting positive behaviour.

Legal framework and definition of safeguarding

- The Adoption and Children Act 2002
- Children Act 1989 and 2004
- Childcare Act 2006 (amended 2018)
- Children and Social Work Act 2017
- Counter-Terrorism and Security Act 2015
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Wales Safeguarding Procedures 2019
- Social Services and Well-being (Wales) Act 2014
- Prevent Duty 2015
- Working together to safeguard people
- Keeping learners safe 2021

- Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020
- Data Protection Act 2018
- Domestic Abuse Act 2021
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- United Nations Convention on the Rights of the Child
- Female Genital Mutilation Act 2003.

Safeguarding means preventing and protecting children and adults at risk from abuse or neglect and educating those around them to recognise the signs and dangers (*Definition taken from the Wales Safeguarding Procedures 2019*).

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Ensure all staff can identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take
- Understand and be sensitive to factors, including economic and social circumstances and ethnicity, which can impact children and families' lives
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The nursery staff are aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners (all people placed in a role with direct contact with children, paid or unpaid) have a duty to protect and promote the welfare of children. Staff working on the frontline with children and families are often the first people to identify a concern, observe changes in a child's behaviour or receive information relating to indicators of abuse. They may well be the first people in whom children confide information that may suggest abuse, or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for Children's Social Care, family support, health professionals including health visitors or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The nursery aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that develops and builds children's well-being, confidence and resilience. We will support children to develop an awareness of how to keep themselves safe, healthy and develop positive relationships
- Ensure staff receive prompt induction training to understand the safeguarding children and child protection policy and procedures, are alert to identify possible signs of abuse (including the signs known as softer signs of abuse), understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children (peer on peer) through bullying or discriminatory behaviour
- Be aware of the increased vulnerability of children with Special Educational Needs (SEN)/Additional Learning Needs (ALN), isolated families and vulnerabilities in families including the impact of the trio of vulnerabilities on children and Adverse Childhood Experiences (ACEs)
- Ensure staff understand how to recognise early indicators of potential radicalisation and terrorism threats, and act on them appropriately in line with national and local procedures, including through annual safeguarding newsletters and updates
- Ensure that all staff feel confident and supported to act in the best interest of the child, maintaining professional curiosity around welfare of children, sharing information and seeking the help that the child may need, at the earliest opportunity
- Ensure that all staff are familiar and updated regularly with child protection training and procedures, and kept informed of changes to regional/national procedures, including through annual safeguarding newsletters and updates. All staff are suitably trained for their role as outlined within Annex C of the NMS
- Make any reports in a timely way, sharing relevant information as necessary in line with procedures set out by the Wales Safeguarding Procedures and the North Wales Safeguarding Children Board
- Make any reports relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Keep the setting safe online, we refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations and use appropriate filters, checks and safeguards, monitoring access at all times and maintaining safeguards around the use of technology by staff, parents and visitors in the setting
- Ensure that staff identify, minimise and manage risks while caring for children. Identify changes in staff behaviour and act on these as per the staff code of conduct policy
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children, or living or working on the nursery premises including reporting such allegations to CIW, local authority officer and other relevant authorities
- Ensure parents are fully aware of our safeguarding and child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents, where appropriate, and make sure it complies with any legal requirements and any guidance or procedures issued by the North Wales Safeguarding Children Board.

Designated Safeguarding Person

We have named persons within the nursery who takes lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Person (DSP), there is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

If the staff feel that a safeguarding concern is not being taken seriously within the setting, we encourage them to call the local authority children's social care team, Regional Safeguarding Children Board (RSCB) or the NSPCC Whistleblowing helpline in order to protect the children in their care.

The nursery DSPs liaise with the RSCB and the local authority children's social care team, undertakes specific training, including a Group C child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

The DSP does not investigate whether or not a child has been abused or investigate an allegation or disclosure. Investigations are for the appropriate authorities, usually the police and social services.

Contact information for the Designated Safeguarding Person at the nursery:

	Designated Person	Safeguarding Deputy Designated Person
Job title	Laura Parker	Jill Cronin
Located at	Hope Green Nursery, Penyffordd. CH4 0HT	
Contact details	hopegreennursery@gmail.com	

The contact telephone numbers listed below are available and updated for use by the DSP (and by others when the DSP is not available). Anyone who contacts these agencies will inform the agency of the DSP (as the most appropriate person to ask for if returning a call) and to inform the DSP that they contacted the agency and why if appropriate.

Contact telephone numbers

Organisation	Contact details
CIW	03007900126
Regional Safeguarding Children Board	01824 712903
Local Authority children's social care team	01352 701000
Local Authority Designated Officer (LADO)	01352 701000
Out of hours Emergency Duty Team	0845 053 3116
Non-emergency police	101

Emergency police	999
Government helpline for extremism concerns	020 7340 7264
NSPCC Whistleblowing hotline	0800 028 0285
NSPCC Childline	0800 1111
NSPCC	0808 800 5000
Child exploitation and online protection command (CEOP)	https://www.ceop.police.uk/safety-centre/
Live fear free (providing help and advice about violence against women, domestic abuse and sexual violence)	https://www.gov.wales/live-fear-free

Reporting procedures

All staff have a responsibility to report safeguarding concerns and suspicions of abuse within the nursery. These concerns will be discussed with the designated safeguarding person (DSP) as soon as possible.

- Staff will report their concerns to the DSP (in the absence of the DSP they will be reported to the deputy DSP) If neither are available, local social services will be contacted
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely. Staff members will receive support from the DSP as appropriate. DSP will ensure all records are kept securely and accessed when required
- For children who arrive at nursery with an existing injury, a form will be completed along with parent's explanation as to how the injury happened. Staff will use professional curiosity around any explanations given, any concerns around existing injuries will be reported
- If appropriate, any concerns or incidents will be discussed with the parent. Such discussions will be recorded and the parent will have access to these records on request, in line with GDPR and data protection guidelines.

If there are queries/concerns regarding the injury/information given then the following procedures will take place.

The designated safeguarding person will:

- Contact the local authority children's social care team to seek advice and/or report concerns where there is reasonable cause to suspect abuse or neglect, as soon as it is practical to do so (within 24 hours of the issue being raised)
- Take guidance from children's services on when and what to say to the parents
- If it is believed a child is in immediate danger, we will contact the police
- If the safeguarding concern relates to an allegation against an adult working or volunteering with children then the DSP will follow the reporting allegations procedure (see below)
- Record the information and action taken relating to the concern raised
- The designated safeguarding person will follow-up the action taken by the LA social children's care team, if they have not contacted the setting within the statutory timeframe of 7 working days
- Inform CIW

- The DSP with the Nursery Manager and any other appropriate personnel will determine how to support the child and the family during any ensuing action in response to the safeguarding report.

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSP or deputy DSP they should call the local authority children's social care team or the NSPCC and report their concerns anonymously.

These contact numbers are displayed:

Local Authority children's social care team 01352 701000
NSPCC **0808 800 5000**

Responding to a spontaneous disclosure from a child

If a child starts to talk openly to a member of staff about abuse, they may be experiencing then staff will:

- Give full attention to the child or young person
- Keep body language open and encouraging
- Be compassionate, be understanding and reassure them their feelings are important, using phrases such as "you've shown such courage today"
- Take time and slow down; respect pauses and will not interrupt the child – let them go at their own pace
- Recognise and respond to their body language
- Show understanding and reflect back
- Make it clear staff are interested in what the child is telling them
- Reflect back what the child has said to check their understanding – and use the child's language to show it's their experience
- Reassure the child that they've done the right thing in telling someone. Make sure they know that abuse is never their fault
- Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.

(Information taken from NSPCC)

Any disclosure will be reported to the nursery manager or DSP and will be referred to the local authority children's social care team immediately, following our reporting procedures.

Recording suspicions of abuse and disclosures

Staff should make an objective record of any observation or disclosure, supported by the nursery manager or DSP no later than 24 hours following the disclosure. This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure, location
- Exact words spoken by the child (word for word) and non-verbal communication
- Exact position and type of any injuries or marks seen

- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the Designated Safeguarding Person - Laura Parker/Deputy - Jill Cronin, it must be dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately. It's not the nursery role to investigate or to decide whether abuse is occurring, it's the role of statutory services to complete this.

Staff involved in a safeguarding case may be asked to supply details of any information/concerns they have with regard to a child. The nursery expects all members of staff to co-operate with the local authority children's social care, police, and CIW in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent, child or member of staff.

Informing parents

The DSP will take guidance from children's services prior to informing parents.

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this to happen. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. The decision and reasons for not informing parents will be recorded. In these cases the investigating officers will inform parents. Where there is reasonable cause to suspect the child is experiencing significant harm, information for the family will include an explanation as to why there is reasonable cause to suspect that the child is experiencing or at risk of abuse, neglect or other kinds of harm and enquiries are being initiated.

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the local authority. All staff, students and volunteers are bound by confidentiality and any information will not be discussed out of work or this will become a disciplinary matter.

The nursery has due regard to the data protection principles as in the Data Protection Act 2018 and General Data Protection Regulations (GDPR). These do not prohibit the collection and sharing of personal information, even without consent if this would put the child at

further risk. We will follow the principles around data collection and information sharing and ensure any information is recorded, is accurate, current and shared in an appropriate way.

Support to families

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Record keeping

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate and in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

The nursery keeps appropriate records to support the early identification of children and families that would benefit from support. Factual records are maintained in a chronological order with parental discussions. Records are reviewed regularly by the DSP to look holistically at identifying children's needs.

Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises, regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

This will include when a member of staff is alleged to have:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child or
- Behaved towards a child or children in a way that indicates he or she would pose a risk of harm if they work regularly or closely with children.

The allegation should be reported to the DSP, if the DSP is not the owner/manager and there is an allegation against a member of staff, then the owner/manager must be informed as they have a duty of care for their employees.

If the DSP is the subject of the allegation then this should be reported to the deputy DPS (Jill Cronin) or the Proprietor (Sally Johnstone)

If the Registered person is the subject of the allegation, then it must be reported to the Local Authority Designated Officer (LADO) immediately, following all instructions from the LADO and co-operating as required.

The LADO, CIW and the RSCB will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance following the procedures in section 5 of the Wales Safeguarding Procedures
- If as an individual you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LADO yourself directly
- A full investigation will be carried out by the appropriate professionals (LADO, CIW, RSCB) to determine how this will be handled.
- The nursery will follow all instructions from the LADO, CIW and RSCB and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation. Legal advice will be sought to ensure compliant with the law
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- An appropriate risk assessment will be completed to ensure children and adults at risk are protected
- The nursery will seek advice from the police and/or LADO about how much information can be disclosed to the subject of the concern person/s
- Unfounded allegations will result in all rights being re-instated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. CIW will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) for barring consideration
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents
- A return to work plan will be put in place for any member of staff returning to work after an allegation has been deemed unfounded. Individual support be offered to meet the needs of the individual staff member and the nature of the incident, this may include more frequent supervisions, coaching and mentoring and external support.

The role of the DSP

- Ensure that the settings safeguarding policy and procedures are reviewed and developed in line with current guidance and develop staff understanding of the settings safeguarding policies
- Take the lead on responding to information from the staff team relating to child protection concerns
- Provide advice, support and guidance on an on-going basis to staff, students and volunteers, particularly those who may become involved in a safeguarding concern
- To identify children who may need early help or who are at risk of abuse

- To help staff to ensure the right support is provided to families
- To liaise with local authority and other agencies about child protection concerns
- To consider whether there is “reasonable cause to suspect” abuse, neglect or other harm towards a child in the care of the nursery and make a safeguarding report accordingly to the child’s home local authority children’s services
- Ensure the setting is meeting the requirements of the CIW/Estyn
- To ensure policies are in line with the Regional Safeguarding procedures and details.
- Disseminate practice and updates to legislation to ensure all staff are kept up to date with safeguarding practices
- To manage and monitor accident, incident and existing injury’s with the person responsible for Health and Safety and First Aiders and ensure accurate and appropriate records are kept
- Attend meetings with the child’s key worker
- Attend case conferences and external safeguarding meetings as requested by external agencies.

Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused within a family, institution, or community setting by those known to them or more rarely a stranger. This could be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National Institute for Health and Care Excellence (NICE) include:

Emotional states:

- Fearful
- Withdrawn
- Low self-esteem.

Behaviour:

- Aggressive
- Oppositional habitual body rocking.

Interpersonal behaviours:

- Indiscriminate contact or affection seeking
- Over-friendliness towards strangers including healthcare professionals
- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parental or carer disapproval
- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed
- Coercive controlling behaviour towards parents or carers
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental or carer distress.

Peer-on-peer abuse

We are aware that peer-on-peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take the form of bullying, physically hurting another child, emotional abuse or sexual abuse. We will report this in the same way as we do for adults abusing children and will take advice from the appropriate bodies on this area, to support for both the victim and the perpetrator as they could also be a victim of abuse too. We know that children who develop harmful sexual behaviour have often experienced abuse and neglect themselves.

Neglect

Working together to safeguard people defines neglect as the failure to meet a child's basic physical, emotional or psychological needs, likely to result in the impairment of the child's health or development. Neglect may occur during pregnancy because of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate caregivers)
- Ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them); arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Action should be taken under this heading if the staff member has reason to believe that there has been any type of neglect of a child.

Physical abuse

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

All children can suffer injuries during their early years as they explore and develop. If an explanation of how a child received their injury doesn't match the injury itself or if a child's injuries are a regular occurrence or there is a pattern to their injuries, then we will report our concerns.

We are aware of the Children (Abolition of Defence of Reasonable Punishment) (Wales) Act 2020 and, in addition, that this law applies to parents visiting or temporarily residing in Wales. Any act of physical abuse witnessed or suspected will be reported in the usual way to children's services.

Sexual abuse

Sexual abuse involves forcing or enticing a child, or young person, to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Action must be taken if a staff member witnesses an occasion(s) where a child indicates sexual activity through words, play, drawing, has an excessive preoccupation with sexual matters or has an inappropriate knowledge of adult sexual behaviour or language for their developmental age. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language, or words.

If a child is being sexually abused staff may observe both emotional and physical symptoms.

Emotional signs:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age
- Personality changes such as becoming insecure or clingy
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating

- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer
- Becoming worried about clothing being removed
- Suddenly drawing sexually explicit pictures or acting out actions inappropriate for their age
- Using sexually explicit language.

Physical signs:

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy.

Any concerns about a child or family will be reported to the children's social care team.

Emotional /psychological abuse

Working together to safeguard people defines emotional/psychological abuse as threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks and witnessing the abuse of others. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children to frequently 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.

Signs that children are being emotionally abused may include: shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention, not having a close bond with their parent/carers, seem unconfident or anxious or being aggressive towards others.

Action should be taken under this heading if the staff member has reason to believe that there is an effect on the behaviour and emotional development of a child caused by persistent or severe ill-treatment or rejection. Children may also experience emotional abuse through witnessing domestic abuse, alcohol or drug misuse by adults caring for them.

Financial abuse

The Wales Safeguarding Procedures note that this category will be less prevalent for a child but indicators could be: not meeting their needs for care and support which are provided through direct payments, or complaints that personal property is missing.

Fabricated illness

Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. The parent or carer may seek out unnecessary medical treatment or investigation, they may exaggerate a real illness and symptoms, or deliberately induce an illness through poisoning with medication or other substances, or they may interfere with medical treatments. Fabricated illness is a form of physical abuse and any concerns will be reported in line with our safeguarding procedures.

Many children will have cuts and grazes from normal childhood injuries – these should also be logged and discussed with the nursery manager or room leader.

Female genital mutilation (FGM)

FGM can also be known as Female Genital Cutting. FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long-term health consequences, including mental health problems, difficulties in childbirth, causing danger to the child and mother and/or death (definition taken from the Multi-Agency Statutory Guidance on Female Genital Mutilation).

The procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community.

FGM is child abuse and is illegal in the UK. It can be extremely dangerous and can cause:

- Severe pain
- Shock
- Bleeding
- Infection such as tetanus, HIV and hepatitis B and C
- Organ damage
- Blood loss and infections
- Death in some cases.

Any concerns about a child or family, will be reported to the children's social care team in the same way as other types of physical abuse. We have a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18.

Breast ironing /flattening

Breast ironing also known as 'breast flattening' is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for the breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage.

Breast ironing/flattening is a form of physical abuse and can cause serious health issues such as:

- Abscesses
- Cysts
- Itching
- Tissue damage
- Infection
- Discharge of milk
- Dissymmetry of the breasts
- Severe fever.

Any concerns about a child or family, will be reported to the children's social care team in the same way as other types of physical abuse.

Child sexual exploitation (CSE)

CSE is defined as a form of child sexual abuse. It occurs when an individual, or group, takes advantage of an imbalance of power to coerce, manipulate or deceive a child, or young person under the age of 18, into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

We will be aware of the possibility of CSE and the signs, and symptoms, this may manifest as. If we have concerns we will follow the same procedures as for other concerns and we will record, and refer, as appropriate.

Child Criminal Exploitation (CCE)

Child criminal exploitation (CCE) can be described where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

Children are criminally responsible from the age of 10 years in England and Wales, and children much younger than 10 years have been the victims of CEE. A swift response and reporting can prevent a child gaining a criminal record from a very early age, as well as preventing the abuse caused by being exploited by adults.

County lines

The National Crime Agency (NCA) describes county lines as a term used to describe gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of 'deal line'. Customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment.

They are likely to exploit children and vulnerable adults to move the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Signs that a child may be involved in county lines could be a change in behaviour, suddenly having more money or possessions, change in friendship group, withdrawing from family life, sudden change in appearance, unexplained physical injuries, staying out late or a lack of interest in school and previous positive activities.

Cuckooing

Cuckooing is a form of county lines crime in which drug dealers take over the home of a vulnerable person in order to criminally exploit them as a base for drug dealing, often in multi-occupancy or social housing properties. Signs that this is happening to a family property may be an increase in people entering or leaving the property, an increase in cars or bikes outside the home; windows covered or curtains closed for long periods, family not being seen for extended periods; signs of drug use or an increase in anti-social behaviour at the home.

If we recognise any of these signs we will report our concerns as per our reporting process.

Contextual safeguarding

As young people grow and develop they may be vulnerable to abuse or exploitation from outside their family. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online.

As part of our safeguarding procedures we will work in partnership with parents/carers and other agencies to work together to safeguard children and provide the support around contextual safeguarding concerns.

Domestic abuse/honour based abuse/forced marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

Extremism – the prevent duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to safeguard at risk or vulnerable children under the Counter-Terrorism and Security Act 2015 to have “due regard to the need to prevent people from being drawn into terrorism” and refer any concerns of extremism to the police (in prevent priority areas the local authority will have a prevent lead who can also provide support).

Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening.

Radicalisation is a form of harm. The process may involve:

- Being groomed online or in person
- Exploitation, including sexual exploitation

- Psychological manipulation
- Exposure to violent material and other inappropriate information
- The risk of physical harm or death through extremist acts.

We have a Prevent duty and radicalisation policy in place. Please refer to this for specific details.

Online safety

We take the safety of our children very seriously and this includes their online safety.

Report **online safety concerns** to the DSP and to the Child Exploitation and Online Protection Centre (CEOP): <https://www.ceop.police.uk/Safety-Centre/>

Inappropriate content received via email must be reported to the DSP and to the Internet Watch Foundation (IWF): <https://www.iwf.org.uk/en/uk-report/>

Modern slavery and child trafficking

Please refer to our Modern slavery and child trafficking policy for detail on how we keep children safe in this area.

Adult sexual exploitation

As part of our safeguarding procedures we will also ensure that all staff and students are safeguarded from sexual exploitation, as well as all other possible forms of abuse.

Upskirting

Upskirting involves taking a picture of someone's genitals or buttocks under their clothing without them knowing, either for sexual gratification or in order to humiliate or distress the individual. This is a criminal offence and any such action would be reported following our reporting procedures

Child abuse linked to faith or belief (CALFB)

Child abuse linked to faith or belief (CALFB) can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context)
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies
- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune.

Monitoring children's attendance

We are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day so the nursery management are able to account for a child's absence.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the emergency contact numbers listed will be used to ensure all parties are safe. Staff will work their way down the emergency contact list until contact is established and we are made aware that all is well with the child and family. It is a parent's responsibility to keep their emergency contact details updated. If contact cannot be established then we would assess if a home visit is required to establish all parties are safe. If contact is still not established, we would assess if it would be appropriate to contact relevant authorities in order to them to investigate further.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safe and well.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

Looked after children

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this we ask that we are informed of:

- The legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- Contact arrangements for the biological parents (or those with parental responsibility)
- The child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- The details of the child's social worker and any other support agencies involved
- Any child protection plan or care plan in place for the child in question.

Please refer to the Looked after children policy for further details.

Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the nursery to care for children and who has an enhanced check with barring list check (children) from the Disclosure and Barring Service (DBS) to be left alone with children. We do not allow volunteers to be alone with children or any other adult who may be present in the nursery regardless of whether or not they have a DBS certificate.

All staff will attend child protection training suitable for their role and receive group A safeguarding awareness training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers,

recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will also be made aware of the Wales Safeguarding Procedures App which is available to download and given contact details for the LADO the local authority children's services team, the RSCB and CIW to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

Training will follow the <https://socialcare.wales/resources-guidance/safeguarding-list/national-safeguarding-training-learning-and-development-standards>. Ensuring that all staff and volunteers and those involved in decision-making receive the training that benefits their level of contact and safeguarding responsibility within the nursery as per Standard 20 and Annexe C of the NMS.

Ongoing suitability of staff is monitored through:

- Regular supervisions
- Safeguarding competencies
- Regular review of DBS using the online update service.

The nursery safeguards children and staff by:

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and are given guidance to challenge any incorrect information
- We give staff members/volunteers and students regular opportunities during supervisions and having an open door policy to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated within every contract for members of staff, of which they must sign 2 copies, one for the employer, one to retain their own records
- We request DBS checks every 3 years. If using the DBS update service then we carry out annual rechecks.
- We abide by the requirements of the National Minimum Standards and any CIW/Estyn guidance in respect of obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us (not from family members) references are followed up with a phone call
- All students will have enhanced DBS checks with barring list check (children) conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised

- We abide by the requirements of the Safeguarding Vulnerable Groups Act (2006) and the Childcare Act 2006 (amended in 2018) in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern by complying with the duty to refer that individual to the DBS for barring consideration
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries such as drones, Pokémon hotspots, strangers lingering. We will ensure the children remain safe at all times
- The Code of Conduct Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy to ensure any changes are reported to management, so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- Staff are made aware not to contact parents/carers and children through social media on their own personal social media accounts and they will report any such incidents to the management team to deal with
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner to named person (name), to CIW representative. We encourage a culture of openness and transparency and all concerns are taken seriously
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff attend regular supervision meetings where opportunities are made available to discuss any issues relating to individual children, child protection training, safeguarding concerns and any needs for further support
- Having peer-to-peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly identified. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Concerns are raised with the designated person and dealt with in an appropriate and timely manner
- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

We also operate a Mobile phone and electronic device use policy and a Social networking policy which states how we will keep children safe from these devices whilst at nursery. These also link to our Online safety policy.

Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager/owner/Registered person/DSP at the earliest opportunity.

Early help services

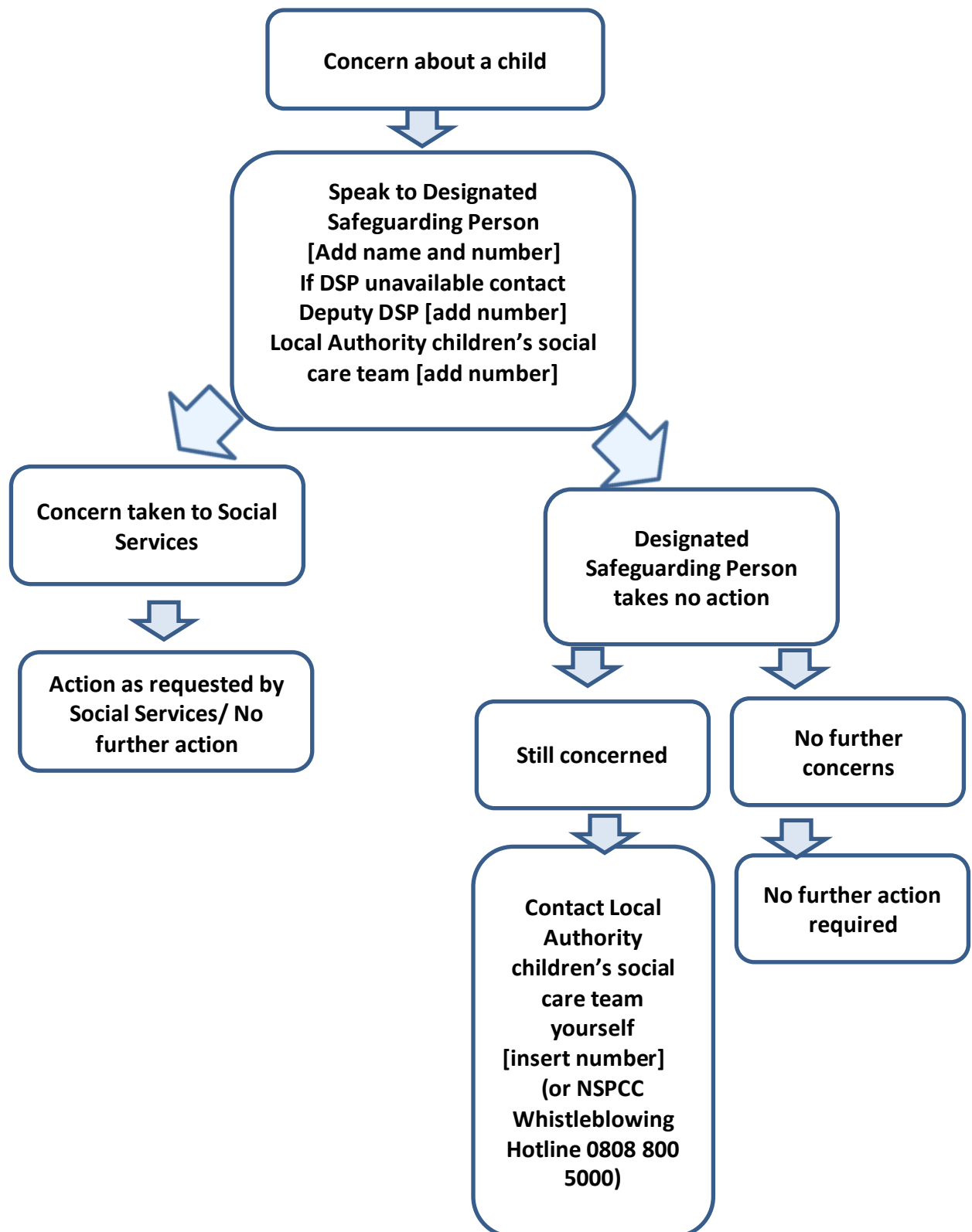
When a child and/or family would benefit from support but doesn't meet the threshold for Local Authority Social Care Team, a discussion will take place with the family around early help services.

Early help provides support as soon as a concern/area of need emerges, helping to improve outcomes and prevent escalation onto Local Authority services. Sometimes concerns about a child may not be of a safeguarding nature and relate more to their individual family circumstances. The nursery will work in partnership with parents to identify any early help services that would benefit your child or your individual circumstances, with your consent, this may include family support, foodbank support, counselling or parenting services.

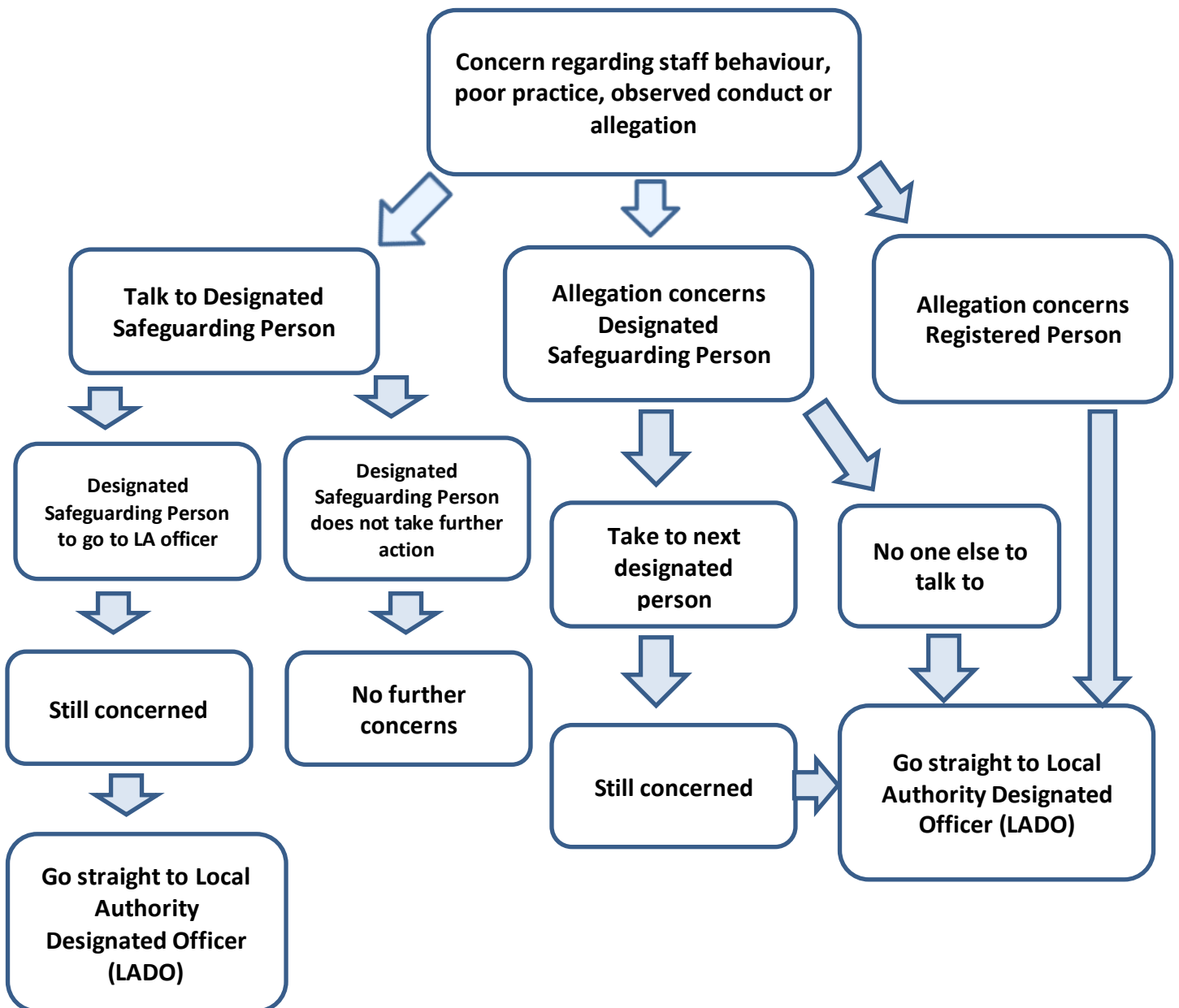
See child protection flowcharts below.

This policy was adopted on	Signed on behalf of the nursery	Date for review
25/07/25	Sally Johnstone	25/07/26

Child Protection flowchart – concern about a child



Child Protection flowchart – concern about a member of staff



School Collection Policy

As part of our service, we offer a school run to Ysgol Penyffordd. To keep children safe and secure during this transition we will abide by the following procedures:

- A full risk assessment is in place to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards
- Parents are required to sign a consent slip stating they are happy for us to walk their child to and from school.
- We work with the school to ensure the school is aware of which children are to be collected by nursery staff.
- Children are to either hold a staff members hand, or the walkodile to ensure they are kept safe- this is decided based on the number of children walking to and from school.
- We provide appropriate staffing levels for school pickups dependent on an assessment of the safety and the individual needs of the children
- One member of staff is to take a mobile phone with them on all school runs, should an emergency arise.
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform.
- At least one member of staff will hold a valid and current full paediatric first aid certificate
- In the event of an accident, staff will assess the situation. In the event of a serious accident an ambulance will be called to the scene, and parents will be contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery
- The Safeguarding children and child protection policy will be always followed, including the procedure to follow in the case of a disclosure during the journey to the setting.

Use of vehicles for school pick ups

- The arrangements for transporting children are always carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained
- The nursery vehicle will be kept in proper working order, fully insured for business use and protected by comprehensive breakdown cover
- Drivers of vehicles are adequately insured.
- Seat belts and child seats are used where required
- All car seats used are fitted to the supplier's instructions with enough safety restraints appropriate to the age/weight of the children carried in the vehicle.
- The maximum seating is not exceeded
- When children are being transported, we maintain ratios at all times
- No child is left in a vehicle unattended

- Extra care is taken when getting into or out of a vehicle

Lost children

In the event of a child being lost, the Lost child from outings procedures will be followed.

Allocation of school run places

We will always try our best to accommodate school run requests. It may not always be possible to allocate school run requirements for every family. When allocating school runs slots, children who attend nursery 5 days a week take priority. School run requests will be dealt with in a non-discriminatory way.

Cancellation of school runs

In severe weather conditions, such as ice, snow, severe fog or high winds, the nursery may cancel school runs. If staff members are absent due to illness, the school run may also be cancelled. In these circumstances, parents will be informed of such decisions in sufficient time to make the decision whether they will do the school runs themselves or whether they wish to bring their child to nursery for the full day.

Settling In Policy

At Hope Green Nursery our aim is to work in partnership with parents, to help them become familiar with the setting and offer a settled relationship for the child. We know children learn best when they are healthy, safe and secure, so we build positive relationships with parents. These ensure we can meet children's individual needs and help them settle quickly into nursery life.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling into the nursery.

Our settling in procedure includes:

- Allocating a key worker to each child and his/her family, before he/she starts to attend. The key worker welcomes and looks after the child ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key worker if the child is bonding with another member of staff to ensure the child's needs are supported
- Providing parents with relevant information about the policies and procedures of the nursery
- Working with parents to gather information before the child starts on the child's interests, likes and dislikes and having their favourite things available at settling sessions, e.g. their favourite story or resource
- Completing a baseline of the child's current development to plan and meet the individual needs of the child from the first day
- Encouraging parents and children to visit the nursery before an admission is planned and arranging visits and/or online video meetings where applicable
- Planning tailored settling in visits and introductory sessions, following any necessary government advice
- Encouraging parents to send in family photos to display to help settle the child
- Reassuring parents whose children seem to be taking a little longer to settle in and developing a plan with them, for example shorter days, where possible
- Providing parents with regular updates and photos of their children who are settling in
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

Nursery Statement of Purpose

Contact:

Sally Johnstone (Registered person/Proprietor)
Hope Green Private Day Nursery,
Wrexham Rd,
Penyffordd,
Nr Chester.
CH4 0HT



Tel: 01978 761033

hopegreennursery@gmail.com

For Hope Green Private Day Nursery to run effectively and efficiently serve the local community needs, it is important that a Statement of Purpose is produced and implemented. It is envisaged that this will become a blueprint for the way nursery is managed. It describes how the nursery will be run and what type of service will be provided. It will translate what is going to happen in the nursery, the structure of the nursery, who is responsible and guidance on practices and procedures.

Hope Green Private Day Nursery provides quality affordable childcare for the local community. Quality child care brings benefits for the whole community - enabling parents/carers to return to work and combine employment with family life and enabling employers to retain and recruit employees from the local area.

We provide childcare for children aged 0-5 years and accept children from all religions, races, gender, ethnic backgrounds and abilities. The nursery will ensure that all children and their families are treated with the utmost respect and care.

We cater for a range of needs and offer equal opportunities to all. We have a designated ALN Coordinator in place who has training in Additional Learning Needs. Parents are made aware of who the designated ALN Coordinator is.

We want parents/carers to feel confident about the quality of care that is provided for their child/children, for parents to work without concern for their child's/children's health, welfare and early learning. We aim to ensure parents/carers and children feel respected, valued and heard.

We aim to provide the best possible care in a safe and stimulating environment. We support the children as they grow and help them achieve their best possible outcomes through care, learning and play.

Language Used

We are an English speaking nursery and promote incidental Welsh through the Early Years.

Management – Named Persons in Charge

Proprietor/Manager/Named Nursery Driver - Mrs Sally Ann Johnstone (NNEB)

Manager/Officer in Charge/Health & Safety – Miss Jill Cronin (NVQ Level 4)
Officer in Charge – Mrs Hannah Orsler (Cache Diploma Level 3)
Officer in Charge – Miss Katie Prince (Early Years Educator Level 3)

Staff

All staff are registered, DBS checked and have suitable qualifications for their role within the nursery. Staff are employed following an interview process where the applicant best suited for the role is successful. All new staff are placed on a 3-month probationary period and take part in an induction training program. Staff regularly update their training as good practice and to extend their existing knowledge. On occasions staff may undertake NVQ training through work.

Places and Nurseries

Registered Places – 36

Baby Room (Upstairs) 40 Square Metres– 9 places. 3 staff work in this room depending on numbers. Ratios of 1-3 are always met. Age range within the baby room is 3 months -18 months.

This room is stocked with resources and stimulating activities to enhance the children's development.

Such activities will include free play, soft books and toys, painting, dough, water play, shape sorters, stacking cups and music sensory time. The person in charge of the baby room will have at least 2 years' experience in working with under 2's and hold a qualification of level 3 or above.

Downstairs Area 70 Square Metres Plus Access to our Music and Language hut which is 17.5 Square Meters – 27 places.

This area is split into 2 groups known as the Toddlers and Pre-school.

Age range for the Toddlers is 18 months – 2.5 years and we work on the staffing ratio of 1-3 for children under 2 years and 1-4 for children 2-3 years. We never have more than 12 children in this group.

Age range for the Pre-school group is 2.5 - 4 years and we work on the staffing ratio of 1-4 for children under 3 years and 1-8 for children over 3 years.

The two groups have access to the three downstairs areas. The children stay with their key workers who encourage them to participate in activities and care for their individual needs.

The downstairs areas are stocked with resources that are age-appropriate, stimulating and reflect diversity and equality. Resources/activities include -painting, mark making, malleable, messy play, sand/water play, home corner/role play, dressing up clothes, construction toys, block play areas, bilingual books, puzzles, sensory resources, and tabletop games. Resources are regularly checked for suitability and safety.

We also have areas set aside for quiet periods such as story and song time. All children are encouraged to develop at their own pace and are given opportunities to join in with all activities. Activities on offer aim to promote all areas of development and independence.

On occasions the children may all come together in one room, such times would be song times, story times, music time, party days.
Please see our nursery routine attached.

Log Cabin – we have a Language and Music hut which all children use each day rotating small groups.

Toileting and Bathroom Facilities

The nursery has three toilets available for use by the children. We have three washbasins all with thermostatic regulators on, for the children's use.
We have one additional toilet in the house for staff use, which also has a washbasin.

Admissions

Nursery places are allocated fairly on a non-discriminatory basis.
Prior to a child attending the nursery parents/carers must complete and sign a contract/registration form. This provides the nursery with personal details relating to the child- name, date of birth, address, emergency contact details, dietary requirements, collection arrangements, allergies, vaccinations, parental consent/permission forms etc. A copy of our Admissions policy is provided to parents in the nursery starter pack and is also available to view on the website.

Settling In Sessions

We encourage parents to visit the nursery in the weeks leading up to their child's admission date.

We aim to support parents/carers and to help settle families into the setting as quickly as possible. We offer two free settling in sessions for the children where they can come in and meet the staff and children. Parents are encouraged to stay for the first part of the settling in session. Extra settling in sessions are offered if needed.

Key Workers

We run a Key worker system to ensure the best quality of care for your child. Key workers carry out observations and track the children's individual development. Key workers work closely with the children and parents, sharing information and planning the best care.

Working with Parents/Carers

We work in partnership with parent/carers to ensure we provide the best possible care for the children and to ensure we meet their individual needs. Staff have face to face contact with twice parents daily and have two-way communication via the Seesaw app. Parents receive daily messages and photos and can view their child's observations and send messages through the app.

Outside Play Area

The outside play area is situated to the front of the nursery and comprises a grassed area and hard surface area. The area is secured by a fence.

Children have access to the outdoors throughout the day. Outdoor sessions are supervised, and safety checks are carried out by staff before the area is used by the children.

All outdoor resources are age appropriate and meet safety standards.

Outings

On occasions we take the children on outings. We have full insurance and staff ratios will be higher than when in the nursery grounds. Ratios would be 1-2 under 2 years, 1-3 over 2 years and 1-4 over 3yrs.

Transport/School Run

Vehicles being used for transport are taxed, suitably insured and in good repair. Suitable car seats and restraints are provided. We offer a school run service to Ysgol Penyffordd. No child is taken in a vehicle without a qualified member of staff being present.

Walks

On occasions we take the children on walks, usually within the grounds of the nursery grounds or local village. Parental consent is required in the nursery contract.

Staff Breaks

A room is made available where the staff can have a lunch break, this is usually in a separate room to where the children are. Staff breaks are planned so that there is always adequate supervision for the children.

Students

On occasions the nursery may have students working within the setting. All appropriate checks will be made as with all members of staff. Students are supervised by qualified staff. Students are asked to sign a contract of confidentiality and are made aware of the importance of confidentiality. We have a direct policy relating to students.

Health and Safety

- Fire drills are carried out regularly and records are kept. All children and staff participate in the Fire drills. During a drill there is a designated meeting point in the outdoor area where the register is taken to ensure all staff and children are accounted for.
- 2 fully equipped first aid boxes are kept on the premises. We also have a portable first aid box that can be used for outings.
- A full risk assessment is in place and updated regularly. Regular safety checks are carried out on the premises and the equipment.
- Cleaning rotas are in place.
- Health and Safety procedures are covered in staff inductions/training.
- If illness occurs, we follow Public Health Guidelines.

Emergencies

In cases of emergency such as fire, loss of power, adverse weather or illness- parents would be contacted immediately.

Every child that attends the nursery has a file which contains Emergency contact details. This consists of Parents/Carers names, home address, parent/carer phone numbers, parent/carer work details and one other emergency contact such as a grandparent or a close relative. Please see emergency policies and procedures.

Self Evaluation

Each month the nursery completes a self-evaluation. This enables us to continually improve the service we provide for the children, parents/carers, and staff. All staff are involved in the self-evaluation and their ideas, comments and suggestions are noted. We may include the views of the children and parents via discussions and questionnaires.

Mealtimes

The nursery has a fully equipped kitchen area for staff to prepare all snacks, drinks and meals. We provide the children with a healthy breakfast, a main meal for lunch and a high tea. Healthy snacks and drinks are freely available for the children to have throughout the day. All food provided is home cooked by staff on a rota system and is delivered fresh on a weekly basis. The nursery has gained the Tiny turns award for our menu and has also completed the Healthy and Sustainable Pre-school Scheme (HSPSS). Our menu provides the children with a healthy balanced diet and is full of nutritious meals and snacks. During mealtimes we encourage the children to socialise and develop good table manners. Parents receive a copy of the Menu via Seesaw, Facebook or email.

Dietary requirements/Allergies

We work with parents/carers to provide suitable food for children who have a special dietary requirement as diagnosed by a doctor or dietician. We advise medications for allergies are kept at nursery or brought in daily.

Opening Hours

We are open 8.00a.m – 6.00p.m Monday – Friday. 51 weeks of the year.

An early start of 7.30pm on request at an extra cost

Closed on Bank holidays and for one week at Christmas.

Welfare of the child

We will do all that is reasonable to safeguard and promote the children's welfare and to provide pastoral care to at least the standard required by law and often to a much higher standard. We will respect the children's human rights and freedoms which must, however, be balanced with the lawful needs and rules of our nursery and rights and freedoms of others.

Parents give their consent to such physical contact as may accord with good practice and be appropriate and proper for teaching and instruction and for providing comfort to a child in distress, or to maintain safety and good order, or in connection with the child's health and welfare.

Parents of children who are not potty trained must provide nappies, wipes and creams. The nursery will not provide formula milk for bottle feeding babies. All bottles must be sterilised at home and clearly marked with the child's name and formula milk measured out in a suitable container.

Health and medical matters

If a child becomes ill during a nursery session the nursery manager will contact the parent/carer or the emergency contact indicated on the registration form. Parents must inform the nursery immediately of any changes to these contact details.

If a child is suffering from a communicable illness, they should not be brought to nursery until such time as the infection has cleared.

Parents/carers are asked to refer to the illness/communicable disease list supplied for your information on minimum periods of exclusion from the nursery.

Parents/carers are required to notify the nursery manager if their child is absent from the nursery through sickness.

Any child who has been sent home from the nursery because of ill health will not be readmitted for at least 24 hours. If a child is prescribed antibiotics, they will not be allowed to return to the nursery for at least 24 hours.

The nursery cannot administer any medicine to a child unless prescribed by a doctor. Should the child be on prescribed medication, it is the responsibility of the parent or carer to notify the manager or key worker and to sign the necessary form of consent prior to any medication being given.

We reserve the right to call an ambulance in an emergency and escort your child to the emergency department of the nearest hospital. Any decisions regarding the child's welfare will then be made by the emergency department at the hospital.

It is your responsibility to inform the nursery if your child is not vaccinated in accordance with their age. If it is considered necessary, information regarding children unvaccinated in nursery may be shared with other parents, however, individual names will not be given

Terms & Conditions

To enable us to provide and maintain the highest standards of care we require all parents to be aware of and abide by our terms and conditions.

All fees are charged monthly in advance and must be paid by the first day of the month to which they relate. Fees will be invoiced to the person(s) named on the registration form. Fees are payable during periods of absence from the nursery, including sickness, holidays, bank holidays and the Christmas shutdown.

Fees are calculated on the basis of the weekly charge for the sessions attended, multiplied by 52 (weeks) and then divided by 12 (months) to create a fixed monthly charge. Fees will be subject to annual increase on notice from the nursery.

Prices quoted are per child for a core day and include lunch and tea. Extra hours (or parts of an hour) will be charged at the ruling rate and must be booked and paid for 24 hours in advance. A core day is 9 hours or 5 hours per session.

The nursery, in line with other nurseries, operates a policy of “minimum sessions.” This aids the children settling into the nursery initially and then optimises maximum development from their time in the nursery. This is particularly true for the under two age group.

Once a place at the nursery is confirmed a fee of £140 becomes payable as a deposit, this will be deducted off the final bill. If the decision is made not to take up the place, the deposit will be lost. One month’s written notice is required if a child no longer requires a place or parents/carers wish to withdraw their child’s place from nursery. Fees are payable during the whole of this time, fees are also payable if there is any delay in taking up the place once accepted.

If a child is registered for a full-time place and such a place is confirmed by the nursery, they will not be permitted to reduce the number of sessions attended within four weeks, as four weeks written notice is required to reduce the sessions.

Fees will not be refunded or waived for absence through sickness or any other reason. This rule is necessary so that the nursery can properly budget for its own expenditure and to ensure that the cost of individual default does not fall on other parents.

No compensation will be paid or refund given if the nursery has to be closed due to any reason beyond the control of the nursery, such as power failures, weather conditions or outbreaks.

Exclusion for non-payment

Children may be excluded from the nursery if fees remain outstanding more than 10 working days beyond the due date and the registration terminated.

Late collection

Parents/carers collecting children late from the nursery will be subject to a surcharge, details of which are published at the nursery. Charges are made every 15 minutes or part thereof. Parents / carers should be aware that the nursery must be vacated by the designated closing time.

Insurance

The nursery undertakes to maintain those insurances required by law. Copies of the current employer’s liability and public liability insurance policies are displayed on the notice board at the nursery.

Safeguarding children

It is understood that the nursery is under an obligation to report to the relevant authorities any incident where we consider a child may have been abused or neglected. This may be done without informing the parent/carer.

Any information given by a parent regarding their child will be treated with the utmost confidentiality, except in cases where abuse towards a child is suspected. The divulging of confidential information relating to the nursery, its employees or customers to any third party is considered a breach of confidence and as such is regarded as constituting gross misconduct which could lead to summary dismissal from employment or cancellation of a nursery place.

Complaints & Compliments

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and Child Protection Policy.

Contact details for our CIW Office

CIW North Wales Region

Government Buildings,
Sarn Mynach,
Llandudno Junction
LL31 9RZ

Telephone: 0300 7900 126

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Changes

This document is reviewed every 12 months.

We are registered with CIW and any changes made regarding this document and in the running of the nursery then Care Standards of Inspectorate will be informed.

Sickness and Illness Policy

At **Hope Green Nursery** we promote the good health of all children attending, including oral health by:

- Asking parents to keep children at home if they are unwell. If a child is unwell it is in their best interest to be in a home environment rather than at nursery with their peers
- Asking staff and other visitors not to attend the setting if they are unwell
- Helping children to keep healthy by providing balanced and nutritious snacks, meals and drinks
- Minimising infection through our rigorous cleaning and hand washing processes (see Infection control policy)
- Ensuring children have regular access to the outdoors and having good ventilation inside
- Sharing information with parents about the importance of the vaccination programme for young children to help protect them and the wider society from communicable diseases
- Sharing information from the Department of Health that all children aged 6 months – 5 years should take daily vitamins
- Having areas for rest and sleep, where required and sharing information about the importance of sleep and how many hours young children should be having.

Our procedures

In order to take appropriate action regarding children who become ill, and to minimise the spread of infection, we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key worker (wearing PPE), wherever possible
- We follow the guidance given to us by Public Health Wales on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify the CIW as soon as possible where we have any child or staff member with food poisoning
- We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We ask parents to keep children on antibiotics at home for the first 24 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions, e.g. asthma and the child is not unwell). This is because it is important that children are not subjected to the rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable

- We make information and posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice, we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Health Protection Team (HPT) and CIW. The HPT will give guidance and support in each individual case. If parents do not inform the nursery, we may be contacted directly by the HPT and the appropriate support will be given. We will follow all guidance given and notify the appropriate authorities including CIW where necessary.

We will follow the transporting children to hospital procedure in any cases where children may need hospital treatment.

The nursery manager or selected staff member must:

- Inform a member of the management team immediately
- Call 999 for an ambulance immediately if the illness is severe. DO NOT attempt to transport the unwell child in your own vehicle**
- Follow the instructions from the 999 call handler
- Whilst waiting for the ambulance, a member of staff must contact the parent(s) and arrange to meet them at the hospital
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

***If a child has an accident that may require hospital treatment but not an ambulance and you choose to transport children within staff vehicles, Citation advise the following considerations:*

- *Requesting permission from parents*
- *Ratio requirements of the setting being maintained*
- *The age and height of the child, in regards to if they will need a car seat. Further guidance can be found at <http://www.childcarseats.org.uk/types-of-seat/>*
- *There are some exceptions for needing a child seat depending again on their age. Further guidance can be found at <http://www.childcarseats.org.uk/the-law/cars-taxis-private-hire-vehicles-vans-and-goods-vehicles/>*
- *When fitting the car seat the individual has training in carrying in and carrying this out*
- *The transport is covered under business insurance, and so there is business insurance on the vehicle*
- *Safeguarding the child will be prioritised, e.g. a designated member of staff will plan and provide oversight of all transporting arrangements and respond to any difficulties*

that may arise. including emergency procedures, e.g. what happens if the child's health begins to deteriorate during the journey

- *At least one adult additional to the driver will act as an escort. Staff will ensure that the transport arrangements and the vehicle meet all legal requirements. Staff will ensure that the vehicle is roadworthy and appropriately insured and that the maximum capacity is not exceeded*
- *Wherever possible and practicable we will seek alternatives to transport undertaken in private vehicles*

This policy will be reviewed at least annually in consultation with staff and parents and/or after a significant incident, e.g. serious illness and/or hospital visit required.

Sleep Policy

At Hope Green Nursery we aim to ensure that all children have enough sleep to support their development and natural sleeping rhythms in a safe environment.

The safety of babies sleeping is paramount. Our policy follows the advice provided by The Cot Death Society and Lullaby Trust to minimise the risk of sudden infant death syndrome (SIDS). We make sure that:

- Babies are placed on their backs to sleep, if a baby has rolled onto their tummy, we turn them onto their back again unless they are able to roll from back to front and back again, on their own, in which case we enable them to find their own position
- Babies and toddlers are never put down to sleep with a bottle to self-feed
- Babies and toddlers are monitored visually when sleeping, looking for the rise and fall of the chest and if the sleep position has changed
- Checks are recorded every 10-15 minutes and as good practice we monitor babies under six months or a new baby sleeping during the first few weeks every five minutes, until we are familiar with the child and their sleeping routines to offer reassurance to them and their families
- Babies and children are never left to sleep in a separate sleep room without staff supervision at all times.

We provide a safe sleeping environment by:

- Monitoring the room temperature
- Using clean, light bedding or blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots
- Using a firm and flat mattress with a clean fitted sheet
- Only letting babies sleep in prams if they lie flat and we have permission from the parent
- Enabling babies to sleep outdoors, where appropriate and with parent permission
- Not using cot bumpers or cluttering cots with soft toys, although comforters may be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring every baby and toddler is provided with clean bedding labelled for them and working in partnership with parents to meet any individual needs, e.g. if a child prefers to sleep in a sleeping bag, we will ask parents to bring one from home
- Cleaning all bedding as required, at least weekly and when visibly dirty
- Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Transferring a baby/child who is brought into nursery while sleeping to a safe sleeping surface to complete their rest
- Having a no smoking/vaping policy.

We ask parents to complete forms on their child's sleeping routine with the child's key worker when the child starts at nursery and these are reviewed and updated at timely intervals. If a

baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies or in a sling, we will explain our policy to the parents and not usually offer this unless the baby's doctor has advised the parent of a medical reason to do so in which case, we would ask parents to sign to say they have requested we adopt a different position or pattern on the sleeping babies form.

We recognise parent knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Individual sleep routines are followed rather than one set sleep time for all children. We create an environment that helps to settle children that require a sleep for example dimming the lights, using soft music, where applicable. We will maintain the needs of the children that do not require a sleep and ensure they can continue to play, learn and develop. This may involve taking children outdoors or linking with other rooms or groups of children.

Staff will discuss with parents any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

Sleeping twins

We follow the advice from The Lullaby Trust regarding sleeping twins while working with parents to maintain sleep routines and well-being.

Further information can be found at: <http://www.lullabytrust.org.uk>

Transitions Policy

At Hope Green Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

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

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe their key children and to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Moving rooms procedure

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key worker, new key worker and parents.

- Planning according to the individual needs of the child and when they are ready to move
- Enabling the child to spend short sessions in their new room, with their key worker initially, prior to the permanent move, so they feel comfortable in their new surroundings and have a familiar person present at all times
- Wherever possible, transitioning groups of friends together to enable these friendships to be maintained and support the children with the peers they know
- Keep parents informed of all visits and the outcomes of these sessions, e.g. through photographs, discussions or diary entries
- Only transitioning the child when they feel settled and ready to move. If a child requires more support this will be discussed between the key worker, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key worker with them on a temporary basis.

Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious about the move. We will do all we can to facilitate a smooth transition and minimise any potential stresses. The following process relates to children going to school. However, wherever possible, we will also adapt this process to support children moving to another childcare provider, e.g. childminder or another nursery.

- We provide a variety of resources that relate to the school, e.g. uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend and of the teachers. This helps the children to become familiar with this new concept and will aid the transition
- Build relationships with local schools where possible throughout the year and invite them to key events or attend key events, e.g. nativity, sports day
- Invite school representatives into the nursery, where possible or invite them to talk via online platforms, such as Zoom, so they have the opportunity to introduce themselves to the children
- Where possible we use other ways to support the transition to school, e.g. inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences
- Where possible we plan visits to the school with the key worker. Each key worker will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these

Other early years providers

Where children are attending other early years settings or are cared for by a childminder, we will work with them to share relevant information about children's development. Where a child is brought to nursery or collected from nursery by a childminder/early years setting we will ensure that key information is being provided to the child's parent by providing the information directly to the parent via email, video call or telephone.

Family breakdowns

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families' policy that, shows how the nursery will act in the best interest of the child.

Moving home and new siblings

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key worker will spend time talking to the child and providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

Bereavement

We recognise that this may be a very difficult time for children and their families and have a separate Bereavement policy which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes and/or transitions in their life, we ask that you speak to the nursery manager and the key worker to enable this effective support to be put into place.

Whistleblowing Policy

At Hope Green Nursery we expect all our colleagues, both internal and external, to always be professional and hold the welfare and safety of every child as their paramount objective. We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Whistleblowing definition

Whistleblowing is the term used when a worker passes on information concerning wrongdoing.

Legal framework

The Public Interest Disclosure Act 1998 commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures.'

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that any of the following is being, has been, or is likely to be, committed:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation or concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security.

Disclosures do not have to be made 'in good faith' but they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true
- You must not act maliciously or make false allegations
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is or may be, or likely to be, in risk of danger and/or one or more

of the following may be happening, you MUST use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. NMS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, has been, is being, or is likely to be, deliberately concealed.

Disclosure procedure

- If this information relates to child protection and safeguarding children then the nursery Safeguarding children and child protection policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to **the registered person-Sally Johnstone**.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the *nursery manager/*owner/*responsible individual
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of the Local Authority Designated Officer (LADO), Local Safeguarding Children Board (LSCB) and CIW so all staff may contact them if they cannot talk to anyone internally about the issues or concerns observed.

