

**CHILTERN NURSERY &
TRAINING COLLEGE (CNTC)**

**POLICIES AND PROCEDURES
BOOKLET**

CHILTERN NURSERY & TRAINING COLLEGE POLICIES AND PROCEDURES

MISSION STATEMENT - Chiltern Nursery & Training College (CNTC) aims to provide the highest standards of excellence in early years care, education and training.

CNTC aim to provide the best possible care and education for children and a high standard of service for all parents. The policies and procedures in this booklet are intended to inform parents and support staff in the provision of this service. Where the term 'parent/parents' has been used it refers to the child's primary carer/carers. Where the CNTC has been used it refers to Chiltern Nursery & Training College. The policies and procedures in this booklet are covered in depth during staff and student inductions. Staff members and students are also provided with additional guidance on specific policies and procedures to ensure consistency in implementation. All policies and procedures in this booklet are reviewed at least annually and more frequently if circumstances require.

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ADMISSIONS POLICY

CNTC aims to ensure the provision of quality childcare while providing flexibility for parents, balanced with the effective running of the nurseries. We aim to ensure that in the admission of children all individuals are given equal concern and treatment.

Applications for nursery places will be considered on the following basis.

Priority will be given to parents requiring full time and full day places.

A minimum of 4 sessions per week (half a day = 1 session) must be booked in line with good childcare practice and to enable effective planning within the nurseries.

Where possible, within the above criteria, priority will be given to siblings of children already attending the nursery.

Initial contracts will be signed for a three-month period.

Nursery Sessions are offered as follows:

Full day places are from	8.00 am to 6.00 pm
Part time places are	8.00 am – 1.00 pm 1.00 pm - 6.00 pm

CNTC acknowledges that parents' needs may change. Consideration will be given to a reduction in sessions subject to the changes being compatible with the efficient running of the nurseries. If agreement is given to a reduction in sessions, one calendar month's notice must be given in writing. Full fees will be charged for the notice period. A reduction to less than 4 sessions per week will not be considered.

Refunds cannot be given for non-attendance, family holidays, sickness or other reasons, as our staffing costs are incurred whether your child attends or not.

Additional sessions may be agreed according to availability of spaces and in consultation with the Nursery Co-ordinator.

Once a place has been offered and accepted the agreed start date must stand. In exceptional circumstances the Head may agree to extend the start date by a maximum of 2 weeks. If a place is to be kept open after this period full fees will have to be charged.

Flexibility in days and sessions applied for may increase the possibility of a place being offered.

Reviewed November 2016

CARE, LEARNING AND DEVELOPMENT POLICY

CNTC aims to provide children with high quality care and a wide and varied range of activities and experiences that promotes their learning and all round development. We recognise the importance of play for all children and ensure that we provide the opportunity for play both inside and outside throughout the day. We value the experiences that children have at home and endeavour to build on these at nursery.

Provision for children's care, learning and development is based on the Early Years Foundation Stage (EYFS) framework. This is a framework for all OFSTED registered early years settings caring for children from birth to five years of age. The EYFS takes into consideration the care, development and learning opportunities that should be provided for all children.

We aim to ensure that the care, activities and experiences provided:

- Are supported by the child's Key Person
- Are enjoyable and fun for the children
- Are accessible to all children, including those with special educational needs
- Promote the children's self-esteem
- Appropriately responds to the children's needs
- Promote the children's independence and self-help skills
- Meet the individual learning needs of all children
- Provide the children with challenging and rewarding activities and experiences
- Include individualised learning opportunities for each child
- Are appropriate for the children's age/stage of development
- Build on the children's own interests and experiences
- Promote the prime and specific areas of development and learning as described in the Early Years Foundation Stage Framework
- Ensure a balance of activities and experiences across all areas of learning and development which are planned and informed by the use of our ongoing observations and assessment of each child
- Use every day routines and experiences as learning opportunities
- Encourage the children to become active and confident learners
- Prepare children for the next stage of their learning and development
- Take into account parents views and knowledge about their child
- Support the characteristics of effective learning as described in the Early Years Foundation Stage Framework

We ensure that we:

- Use the outdoor area, local community and environment to enhance learning opportunities for children
- Reflect positively the multi-cultural society in which we live
- Reflect positively the diversity of families that live in our society today
- Reflect positively the diversity of differently able people who live in our society today
- Promote fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs, through play, discussion and role modelling

Children are encouraged to create their own play opportunities and make choices about their play. They are given the opportunity to use their imaginations, develop their natural curiosity and take part in a range of challenging activities within a safe environment and within appropriate boundaries of behaviour.

We recognise the unique opportunities that outside play can provide and the importance of encouraging children to be interested in the natural environment. The outside area is used as much as possible. Outdoor play is not restricted by weather conditions, providing that it does not present a health and safety risk to children or staff.

Reviewed November 2016

PARENTS AS PARTNERS POLICY

CNTC aims to work in partnership with parents to provide a high standard of care and education for children and foster a positive relationship with parents.

We acknowledge parents as the primary carers and first educators of their children and recognise the vital role that they play in their child's life.

We operate an open door policy; parents are welcomed in at any time (providing it is in the best interest of the children). If parents have particular skills or an area of expertise that they would like to share we welcome and value their contribution.

Children learn to be strong and independent from a base of loving and secure relationships with parents and/or a key person. A key person has special responsibilities for working with a small number of children giving them reassurance to feel safe and cared for and building relationships with parents.

Parents are kept fully informed and consulted about all aspects of their child's care, learning and development and have open access to their child's records. The nursery promotes a two way sharing of information between parents and staff members. The nursery works with parents to promote the child's learning and development in the home environment.

Parents are given copies of, or have access to, all policies and procedures to enable them to understand fully how our service operates.

Parents have input into the formulation and review of policies and procedures through an elected Parent Representative.

Information for parents is regularly updated on the parents' notice boards.

Parents are given a contract clearly stating the conditions of the partnership agreement.

We aim to give parents and families as much support as possible, especially those experiencing difficulties.

The nursery has a strict code of conduct regarding confidentiality. Information about parents, children and their families is always treated as strictly confidential. We do not pass on information about a child unless we have the permission of their parents or it is essential for a child's welfare.

Reviewed November 2016

INCLUSION AND DIVERSITY POLICY

CNTC is committed to providing equality for all. We believe that all people have a right to live in an environment that is free from prejudice and discrimination. We welcome all sections of the community as children, parents/carers, students/trainees and staff. CNTC aims to ensure that in the recruitment, employment, promotion and training of staff and in the admission, care and education of children and students/trainees, all individuals are given equal concern and treatment.

CNTC aims to treat all children, families, students/trainees and staff members fairly and as individuals regardless of their race, colour, nationality, ethnic or national origin, creed, pregnancy or maternity, religion or belief, sex or sexual orientation, gender, gender reassignment, age, disability, marital or civil partner status, part-time or fixed term status. CNTC welcomes and complies with all equality and anti-discriminatory legislation and guidance for good practice.

We believe that all people:

- Should be valued and respected as individuals
- Have their needs recognised and met and given the opportunity to develop to their full potential
- Have the right to grow and learn in an environment that is free from prejudice and discrimination

We aim to achieve this by:

- Treating all individuals with courtesy and respect
- Providing positive role models
- Positively reinforcing each individual's self-esteem
- Celebrating diversity
- Providing an anti-bias curriculum
- Working with parents/carers to ensure that their children's individual needs are met
- Ensuring that, as far as possible, all children and students/trainees have full access to the curriculum
- Ensuring that CNTC displays a range of materials and images that offer a positive and non-stereotypical view of different cultures, religions, genders, family backgrounds, etc.
- Encouraging children, students/trainees and staff members to celebrate differences, ask questions and learn about people who are different from themselves
- Working within the local and wider community to develop the children's, students/trainees' and staffs' knowledge and understanding of the diverse society in which we live
- Promoting fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs
- Challenging discriminatory remarks, behaviour and practice
- Being aware of, challenging and acting upon the expression of extremist views and any signs/indicators of radicalisation
- Regularly reviewing our practice to ensure that it is non-discriminatory
- Ensuring that no form of discrimination, intimidation, bullying, harassment or victimisation is tolerated (see Bullying and Harassment Policy)

CNTC is committed to providing appropriate and high quality care and education to all the children and students/trainees who attend. We believe that all children and students/trainees, including those identified as having special educational needs, have a common entitlement to a broad and balanced academic and social curriculum, which is accessible to them, and fully inclusive. CNTC will make reasonable adjustments to allow full access for children and students/trainees to these entitlements.

We pay particular attention to the provision for and the success and achievement of different groups, including:

- Male and Female
- Children/students/trainees for whom English is an additional language (EAL)
- Children/students/trainees with special educational needs
- Children/students/trainees with disabilities
- Children/students/trainees who are gifted and talented
- Others such as: those who are sick; those who are young carers; those who are in families under stress; any learners who are at risk of disaffection and exclusion

We recognise that children and young people learn and develop at different rates and that there are many factors affecting achievement, including ability, emotional state, age and maturity. We believe that all children and young people may experience difficulties which affect their learning, and recognise that these may be long or short term. CNTC aims to identify these needs as they arise and provide support, which enables every child and young person to achieve his or her full potential.

We believe that every member of staff is entitled to a working environment that promotes dignity and respect for all.

We aim to achieve this by:

- Ensuring that promotion, training and development of staff are determined on capability alone
- Ensuring that members of staff who are involved in the recruitment, training and promotion of staff understand their responsibility for the practical application of this Inclusion and Diversity Policy
- Ensuring that all staff members have sufficient training to enable them to fulfil their role
- Ensuring that any staff member who considers that they have been unfairly discriminated against has access to CNTC's Grievance Procedure
- Ensuring that any member of staff who has been determined to have committed an act of discrimination is subject to disciplinary action according to CNTC's Disciplinary Rules and Procedures

We aim to achieve inclusion and diversity through CNTC's policies and procedures, staffing, relationships with parents/carers and through links with the local and wider community. We aim to make the CNTC environment as inclusive as possible within the restrictions of the buildings in which we are situated.

All members of staff and students/trainees have personal responsibility for the practical application of this policy, which applies to the treatment of children, families and the general public as well as to fellow members of staff and students/trainees. Victoria Hughes is CNTC's named Inclusion and Diversity Co-ordinator and is responsible for keeping up to date with relevant legislation and good practice and for monitoring and influencing practice across CNTC in relation to equality of opportunity.

Reviewed November 2016

BEHAVIOUR MANAGEMENT POLICY

CNTC believe that it is important for all children to learn to behave in a caring and appropriate way, to enable them to develop socially and to increase their self-esteem. We believe that everyone has a right to be treated with respect, addressed correctly and politely and be treated with equal concern.

We aim to achieve this by:

- Treating children and adults with courtesy and respect
- Providing positive role models for the children
- Working in partnership with parents
- Encouraging children to share and care for each other
- Encouraging children to care for and respect their environment
- Encouraging acceptable behaviour through praise and encouragement
- Developing a sense and understanding of what is right and wrong
- Setting children clear and consistent goals and boundaries
- Appointing a designated behaviour management advisor to liaise with and support staff and parents
- Developing consistent approaches to behaviour management both at home and in the setting
- Children are encouraged to create their own play opportunities and make choices about their play. They are given the opportunity to use their imaginations, develop their natural curiosity and take part in a range of challenging activities within a safe environment and within appropriate boundaries of behaviour

All children may from time to time display signs of unacceptable behaviour. When this happens in the nursery it will be managed appropriately and according to the children's understanding.

All adults coming into contact with the children (including staff members, students/trainees, parents and visitors) are expected to provide a good role model and to behave in an appropriate way. Any adult behaving inappropriately will be asked to leave the area and to discuss the matter with a senior member of staff.

Positive techniques that are appropriate to the age of the child and to the situation will be used to avoid unacceptable behaviour and conflict, for example:

- Distracting children if they become frustrated
- Early intervention to avoid disagreements
- Time out with adult support, if appropriate
- Encouraging appropriate behaviour by setting attainable targets with the children
- Encouraging children to settle disputes by compromise and negotiation
- Helping children understand what is and what is not acceptable behaviour
- Encouraging children to empathise with other people's feelings

When dealing with situations staff members will maintain a calm and consistent approach at all times.

Situations will be dealt with immediately to avoid escalation.

If a child is continually showing signs of unacceptable behaviour the Key Person will discuss this with the child's parents and the Nursery Co-ordinator. The Key Person, Nursery Co-ordinator and parents will agree a plan of action, whereby staff and parents can work in partnership to provide a consistent approach.

When disputes occur between children, the identity of the children involved in the dispute will remain confidential.

Staff will be alert to signs of bullying and will challenge it in a way that is appropriate to the children's age/stage of development and understanding.

In no circumstances will physical punishment, humiliation, denial of food or drink be used as punishment in line with all relevant guidance for good practice, legislation and conventions.

Physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child, other children or an adult. Any occasion where physical intervention is used to manage a child's behaviour will be recorded and parents will be informed about it on the same day.

Nicola Richards is the Behaviour Management Co-ordinator for the Nursery.

The role of the Behaviour Management Co-ordinator is to:

- Advise and support staff and parents in appropriate ways of dealing with challenging behaviour
- Keep up to date with current thinking and research on effective ways of managing behaviour
- Advise staff on appropriate training in relation to behaviour management

Reviewed November 2016

FOOD, NUTRITION AND HEALTHY EATING POLICY

CNTC aims to provide a varied, well-balanced, nutritious diet that reflects a variety of different cultures for all children.

We aim to ensure that meal times are a relaxed, enjoyable experience. Children will be encouraged to develop good eating habits, increase their self-help skills and develop socially.

In order to achieve this:

- We use as much fresh produce as possible
- We adopt a home cooked approach that avoids the use of prepared and processed foods
- We use well-respected local suppliers when possible
- We provide nutritious snacks at appropriate times during the day
- We offer regular drinks to all children; ensuring water is readily available for children throughout the day
- We keep the salt content in all foods provided to a minimum
- We minimise the addition of sugar to foods, substituting alternatives such as honey and fruit

This approach will help support a healthy lifelong relationship with food.

Our menus have been formulated with the help of a Nutritionist to provide for the specific nutritional requirements of young children.

When planning menus particular consideration is given to addressing key areas in a child's development.

Menus will be displayed for parents to see in the nursery area and on our website.

Children's individual dietary needs will be discussed with parents and an appropriate menu drawn up.

The nursery promotes the best practice in weaning by following the most up to date information and guidance available. This information is passed on to parents to help them make an informed choice about how they would like their child to be weaned.

An appropriate environment will be provided which encourages independence, development of good eating habits and children's social skills, such as:

- Staff will, when possible, eat with children to encourage social interaction and provide a good role model
- Tables will be arranged in small groups with room for adult interaction and supervision
- Sufficient space will be provided for each child to eat comfortably at the table.
- Appropriately sized cutlery and crockery will be provided suitable for the children's age and stage of development
- Children will be given sufficient time to eat their meal to ensure that it is a sociable occasion
- Babies who require bottle-feeding will be held by a member of staff (if possible their Key Person) and **never** left unsupervised
- Food and drink will not be used as a bribe or punishment
- Children will not be denied food or drink, for example if they have not eaten their first course they will still be offered a second course

- Staff members will liaise with parents if they have any concerns about the child's eating habits or diet
- Children will be encouraged to help with preparation, serving and clearing away at meal times, as appropriate to their age and stage of development
- When serving meals, staff will take account of individual children's appetites and appropriate portion sizes will be provided
- Children will be encouraged to try all foods but **never** forced to eat anything they do not want to. Their likes and dislikes will be discussed with parents and taken into account
- Children who require additional support at meal times will be seated close to an adult who will encourage and support them

Reviewed November 2016

PROCEDURES FOR CHILDREN WITH SPECIAL DIETARY NEEDS

CNTC are committed to meeting the individual dietary needs of all children in our care. In order to ensure that children receive appropriate food and drink we follow the procedure outlined below.

- Before a child starts at the nursery the child's parents will be asked by the Key Person to outline the child's dietary needs
- If the child has a food allergy or requires a special diet the parents will be asked to complete a 'Special Dietary Needs Form' which identifies in detail any food allergies or special dietary needs that their child has
- The Key Person will give the form to the Nursery Co-ordinator and ensure that all members of staff who may come into contact with the child know about the child's individual needs and any actions required
- If there is a need, the Nursery Co-ordinator will ensure that a suitable individual menu is drawn up for the child in consultation with the Catering Manager/Baby Department Cook (expert advice will be sought if necessary)
- The child's parents will be given a copy of the individual menus and asked to sign an agreement that their child may have all the foods listed
- The Catering Manager/Baby Department Cook will be given a copy of the child's signed menu and will inform all other staff who may be involved in preparing the child's food about the child's individual needs and any actions required
- The child's parents will be asked to give permission for their child's individual allergies or individual dietary needs to be displayed discreetly in the nursery to ensure that all staff members are aware of what the child may and may not be given to eat and drink
- In extreme circumstances parents may be asked to provide the child's food and drinks

Kitchen procedures:

- Follow menus that have been devised in partnership with parents to meet the child's individual dietary needs
- During the preparation of meals, kitchen staff will check the child's individual dietary requirements outlined on their individual menu against any foods used. They will ensure that the child is permitted to have the entire ingredients included in the meal
- Kitchen staff will ensure that food preparation for children with food allergies is kept separate from other food preparation areas to avoid cross contamination
- Kitchen staff will ensure that the food for children requiring special diets is individually packed and labelled in an individual container with the child's full name and nursery clearly marked on it
- If the child's menu has to be changed for any reason, kitchen staff will inform the nursery staff of the changes to confirm that the alternative food provided is suitable

Nursery procedures:

- Nursery staff will send information to the kitchen weekly showing the number of children expected in the following week including those with special dietary needs
- When food from the kitchen arrives staff will check the child's name on the food container and the food provided against the child's individual menu for that day, before giving the child the food
- If the food is not what they were expecting and staff have not been informed about any changes, they will not give the child the food until they have checked with the kitchen staff that the alternative food is suitable for the child's needs
- A colour code identification process will be used (i.e. yellow plates, bowls, placemats etc.) to reinforce that a child has special dietary needs

- Staff will ensure that food preparation for children with food allergies is kept separate from other food preparation areas to avoid cross contamination
- Staff will ensure that they supervise students/trainees at meal times and make them aware of children's individual dietary needs and the procedures to be followed

Reviewed November 2016

REST AND SLEEP POLICY AND PROCEDURES

Throughout the nursery day children will be given the opportunity to rest and sleep appropriate to their age/stage of development and their individual needs. The individual sleep and rest pattern of children will be discussed and agreed with parents and met as far as possible within the daily routine.

Rest times

- Comfortable areas and an appropriate environment will be provided to allow children to rest as and when they wish to throughout the day
- Opportunities will be given for children to sit quietly, listen to music, look at books and be read or sung to

Sleep times

- Staff will recognise that children have individual needs when being settled to sleep
- Comfort items such as blankets, toys from home, etc., will be used in line with parent's wishes and never used as a punishment or bribe
- Staff will ensure that children are clean and comfortable before being settled to sleep

An appropriate environment will be provided to encourage children to settle to sleep such as:

- Drawn blinds/curtains to darken the room
- Sufficient room between beds and cots to prevent disturbance
- Relaxing music played
- Children who are not sleeping or are unable to settle may be taken to another area to prevent disruption

In order to ensure that children sleep safely:

- Children will be provided with a cot or bed for their use at nursery, dependent on parent's wishes
- Personal bedding will be provided which is clean and in good condition
- Babies will be slept in line with the most up to date guidance on safe practice from relevant bodies such as the Department of Health or Lullaby Trust
- Babies who are sleeping will be checked at a minimum of 10-minute intervals. A record of these checks will be maintained
- In addition to these checks intercoms will be used when babies are sleeping in sleep rooms
- Older children will be supervised at all times while sleeping

Staff will help children to settle to sleep by:

- Rocking them
- Comforting them
- Rubbing their back or hair
- Singing to them
- Reading to them

Physical restraint will never be used when settling a child to sleep. If a child does not settle to sleep after a period of time, they will be allowed to get up and play in another room.

Reviewed November 2016

SAFEGUARDING CHILDREN AND YOUNG PEOPLE POLICY AND PROCEDURES

CNTC aims to create an environment in which children and young people are safe from abuse and neglect and in which concerns and suspicions are dealt with promptly and appropriately. The welfare and safety of the child or young person will always be paramount. Any actions taken will be in the best interest of the child or young person. Confidentiality will be maintained at all times.

Safeguarding is much wider than this safeguarding policy. This policy should therefore be read in conjunction with all other CNTC policies and procedures and the guidance provided in the staff handbook.

Safeguarding and promoting the welfare of children is defined in the 'Working Together to Safeguard Children' 2015 (HM Government document) as:

- Protecting children from maltreatment
- Preventing the impairment of children's health and development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

This definition forms the basis of our safeguarding policy.

In order to protect children and young people and keep them safe we:

- Ensure that children are never placed at risk while in the care of the nursery
- Create an environment in which children and young people develop a sense of self-worth and independence through adult support and in which they feel they can talk, be listened to and believed
- Encourage and enable children/young people to develop the self-confidence and vocabulary to articulate their feelings
- Ensure that all staff feel confident and supported to act in the best interests of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures
- Ensure that staff members are aware of the increased vulnerability of very young children, children with Special Educational Needs and Disabilities (SEND), and other vulnerable or isolated families and children
- 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
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children/young people to understand how they can influence and participate in decision making
- Promote fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs
- 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
- Devise activities according to individual circumstances to enable children and young people to develop confidence and self-esteem within their peer group and support them in learning how to keep themselves safe.
- Teach children and young people about internet safety (appropriate to their age and stage of development)

- Support children by offering reassurance, comfort and sensitive interactions
- Build trusting and supportive relationships between staff and families
- Monitor children's attendance patterns to ensure they are consistent and not a cause for concern
- Ensure that all staff members, students and volunteers complete satisfactory employment checks before being left unsupervised with children and young people
- Provide clear induction and regular on-going training opportunities for staff and students to ensure they understand safeguarding policy and procedures, are alert to possible signs and indicators of abuse and are aware of the different ways in which children can be harmed, including by other children
- Ensure the ongoing suitability of staff members, students and volunteers through appropriate reviews, appraisals and supervision, annual declaration updates and annual DBS updates
- Create clear and safe working practices for all adults coming into contact with children and young people
- Ensure staff members are aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries
- Monitor staff members/students behaviour to ensure it is in line with CNTCs code of conduct, behaviour management policies and all other policies and procedures
- Ensure that adults do not put themselves in a position whereby their behaviour could be seen to be inappropriate
- Develop good working relationships with other professionals involved with children and young people and their families
- Work closely with other professionals to support children and young people in need and looked after children and young people
- Appoint Designated Persons for Safeguarding who receive appropriate training at least every 2 years, update their knowledge on an ongoing basis and at least annually

CNTC has 2 named Designated Persons for Safeguarding, **Chris Lawrence and Nicola Richards**. At least one designated person is available during all opening hours.

The role of the Designated Person for Safeguarding is to:

- Take lead responsibility for safeguarding and co-ordinate child protection and welfare issues
- Advise staff members and students/trainees on all matters relating to safeguarding
- Keep up-to-date with Local Area Safeguarding Children Board Procedures
- Ensure that there is no delay in the passing on of information
- Co-ordinate the management of any suspected cases of abuse
- Monitor the progress of any child and young person about whom concerns have been expressed
- Ensure that all staff members and are aware of the possible signs and symptoms of abuse
- Ensure that staff members and students/trainees are aware of the correct procedures to follow in suspected cases of abuse
- Support staff members and students/trainees throughout any suspected cases of abuse
- Liaise with Children's Social Care, the Local Authority Designated Officer, the Police and OFSTED as appropriate

All staff members have a duty to inform a Designated Person for Safeguarding or a senior member of staff if they suspect that a child is being or is at risk of being abused.

Procedures for dealing with suspected abuse

- All concerns, issues and suspicions relating to safeguarding will be kept confidential and shared only with appropriate people
- Clear documentation will be kept about all concerns raised. This will be stored in a safe and confidential place
- If a staff member suspects a child or young person is being abused or is at risk of being abused they will discuss their concerns immediately with their manager
- Any concerns about a child or young person will, in the first instance, normally be discussed with the child's parents or the young person concerned depending on their age, unless this would put the child at risk, (in some cases staff members may wish to seek advice from their manager before they speak to parents or the young person)
- Concerns will be recorded on an incident form. This will be factual information, not opinion. Parents or/and the young person will normally be asked to sign this form
- The manager and member of staff concerned will seek advice from the Designated Person for Safeguarding
- If, following these discussions, there are still concerns that the child or young person is being abused or is at risk of being abused the Designated Person for Safeguarding will, in consultation with the staff members concerned, contact Children's Social Care, outlining the concerns and ask for advice
- If it becomes necessary to refer these concerns to Children's Social Care, parents will be informed, unless in the opinion of the Designated Person for Safeguarding, it would put the child/young person at further risk
- Once a referral has been made the Designated Person for Safeguarding will complete a referral form in consultation with the staff members concerned, (within two working days of the referral)
- The Designated Person for Safeguarding and staff members concerned will fully support and co-operate with any investigations undertaken by Children's Social Care, OFSTED or the Police
- In all suspected cases of abuse a Designated Person for Safeguarding will keep in close contact with Children's Social Care, the Police and OFSTED
- Staff members dealing with cases of abuse or suspected abuse will be supported throughout by a Designated Person for Safeguarding and appropriate help sought for them, if necessary
- If necessary a Local Authority Common Assessment Framework (CAF) will be implemented in response to the child's/young person's individual needs

All staff members have a duty to inform a Designated Person for Safeguarding or a senior member of staff if they suspect that a child is being or is at risk of being abused by another staff member.

Procedure for dealing with suspected abuse by a staff member

- If a member of staff is suspected of abuse, the Designated Person for Safeguarding will inform the Local Authority Designated Officer as soon as possible and ask for advice
- The staff disciplinary procedure will be implemented
- The Designated Person for Safeguarding or a senior member of staff will conduct a full investigation following any guidance given by Children's Social Care
- OFSTED will be notified about the allegation

- Depending on the circumstances the staff member concerned may be suspended while the investigation takes place or appropriate action will be taken to ensure children's safety
- Clear written records will be kept of any allegations of abuse and the outcome of any investigations and a complaints log will be completed
- Staff members dealing with cases and/or being accused of abuse or suspected abuse will be supported throughout and appropriate help sought for them

CNTC are fully committed to meeting its responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.

Safe Photography and Filming

We recognise that photography and video recording can play a useful part in children's lives. Staff members, students/trainees and children are encouraged to take photographs and record videos for a variety of purposes such as:

- To record events and activities
- To celebrate children's achievements
- To share activities and information with parents
- To use for training purposes
- To use for display purposes
- To record children's development and learning (observations)

In addition photographs and videos may from time to time also be used for:

- Promotional materials (e.g. prospectus)
- The CNTC website
- Newspaper and media articles
- Students/trainees coursework and observations

We recognise that it is important to have clear policies and procedures in place in order to safeguard children, for confidentiality reasons, and to ensure that photographs and videos are used **only** for the purposes intended and with the full and informed consent of parents.

The following policy and procedures will therefore be used for the taking, use and storage of photographs and videos of children:

- Written parental consent will be obtained for the purposes outlined in paragraph 1 and 2 of this document. Parents will have the right to refuse permission for all or some of the purposes outlined above. These permissions will be updated throughout the child's time at nursery
- Parents and visitors are not permitted to use mobile phones or any other recording devices or cameras on the nursery premises without the prior consent of a nursery co-ordinator or the nursery manager.
- Staff members and students/trainees are not permitted to use personal mobile phones or any other recording devices or cameras on the nursery premises, except in the designated staff areas away from the children. Lockers are provided away from the nursery rooms for the storage of these items and staff members and students/trainees must store them in the lockers provided
- Staff members, students/trainees and visitors are not permitted to take photographs or video of children for their personal use
- Photographs and video recordings will only be taken, processed and printed on equipment supplied by the CNTC

- Photographs and videos of children will be kept secure at all times
- All computers including portable devices, such as laptops, will be password protected
- Photographs and videos will only be stored on computers and/or portable devices such as laptops for as short a time as possible and will then be deleted as soon as is reasonably practicable
- Laptops, cameras, video recorders and mobile storage devices that contain images of children will be locked away when not in use
- Parents and relatives may take photographs and video nursery events such as plays and performances. All parents will be informed of this and will have the option of withdrawing their child if they wish. Photographs and videos taken at these events must not be shared on social media

Safe Internet Use

The internet gives abusers a massive opportunity to access children and young people.

CNTC has appropriate antivirus and anti-spyware software on all devices and update this regularly. We have blockers and filters in place to restrict access to inappropriate sites and materials. We monitor internet activities in the nursery to keep the nursery safe online.

Extreme care must be taken by all staff members and students using the internet to ensure that they do not inadvertently enter sites that may be inappropriate. If they do so, they must report this immediately to their line manager/tutor. If any staff members/students come across any disturbing or obscene material involving children (child abuse images) they must report it to the Designated Person immediately who will support them in reporting the sites to the Internet Watch Foundation www.iwf.org.uk.

The use of social networking is not permitted on CNTC computers. The sharing of sensitive information on social network sites could breach confidentiality, questions a staff member's commitment to safeguarding or brings CNTC into disrepute and this would be considered to be a disciplinary offense and will be treated as such, whether this is whilst at work or outside of work.

The downloading of music, films and TV shows is not permitted on CNTC computers, unless work related.

Inappropriate use of the Internet and e-mail is not permitted. 'Inappropriate' encompasses, but is not restricted, to the following:

- Accessing websites or sending inappropriate emails (both internal and external), which contain material that may disparage or harass others on the basis of, for example, gender, race, age, disability, religion, sexual orientation, gender reassignment, pregnancy or marital status or national origins
- Visiting inappropriate Internet sites that contain obscene, hateful, pornographic or otherwise illegal material
- Using the computer to perpetrate any form of fraud, or software, film or music piracy
- Using the Internet to send offensive or harassing material to other users
- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such licence

Inappropriate use of the Internet or email would be considered a disciplinary offense and the CNTC disciplinary procedures would be followed when dealing with this. The Head will decide, if necessary, what is 'inappropriate'.

CNTC welcomes all legislation and guidance that helps to protect and support children and young people and fully complies with it. This includes the Children Act 1989 and 2004, the Childcare Act 2006, the Safeguarding Vulnerable Groups Act 2006 and the Counter Terrorism and Security Act 2015, "What to do if you suspect a child is being abused 2015", Working Together to Safeguard Children and Young People 2015, the Statutory Framework for the Early Years Foundation Stage (EYFS) 2014, Keeping Children Safe in Education, Statutory Guidance for Schools and Colleges 2014, and all other related legislation. This policy and procedure is in line with the Berkshire Local Safeguarding Children Board procedures.

Contact Telephone numbers

Multi Agency Safeguarding Hub: 0118 9373641 (9 am to 5 pm)
Children Social Care Access and Assessment: 0118 937 3641
Out of Hours Emergency Duty Service: 01344 786543
Local Authority Designated Officer: Sean Capewell 0118 9373555
Thames Valley Police: Non-emergency number 101
OFSTED: 0300 123 1231
Government Helpline for Extremist Concerns: 020 730 7264

Reviewed November 2016

SAFER RECRUITMENT POLICY AND PROCEDURE

CNTC is committed to safeguarding and promoting the welfare of children and young people. CNTC safer recruitment policy and procedure and the vetting of all staff members to ensure that they are suitable to be with children are an essential part of safeguarding the children in our care. CNTC is vigilant in its recruitment processes and we follow this procedure each and every time we recruit a new person to join our team.

We use reputable websites, newspapers, agencies and the local job centre to advertise vacancies. We ensure that recruitment literature includes details of our inclusion and diversity policy and our safer recruitment policy and procedure; including the requirement for an enhanced DBS check and at least two independent references covering at least the past 3 years.

All applicants receive an application form, information about CNTC, a job description, a person specification, our safer recruitment policy and our inclusion and diversity policy. CNTC do not accept CVs; all applicants are required to fully complete our own application form. We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not.

The Head/Nursery Manager will decide the most appropriate people for the interview panel. There will be at least two people involved in the overall decision making, at least one of which will have had up to date safer recruitment training.

On the interview day all candidates' identities will be checked using, for example, their passport, driving licence or photographic ID. All candidates will be required to prove they are eligible to work in the UK. Any breaks or gaps in employment/education will be thoroughly explored with the candidate at interview. Any medical concerns will be thoroughly explored at interview and medical advice sought if necessary. The successful candidate will be asked to provide proof of their qualifications, where applicable. Relevant qualifications will be checked and copies taken for their personnel files. All candidates will be asked to take part in a supervised practical session which will involve spending time in a particular age group in the nursery interacting with the children, staff and where appropriate parents.

All candidates reaching the interview stage will be questioned using the same set criteria and questions. These cover specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care. Candidates will be given a score for their answers including a score for their individual experience and qualifications.

The interviewers will then select the most suitable person for this position based on these scores and their knowledge and understanding of the early years framework as well as the needs of the nursery. The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences and will cover at least the last 3 years. These will be written references which will form part of their personnel file. All references will be verified by telephone or email.

Every candidate will receive communication from CNTC stating whether they have been successful or not. Unsuccessful candidates will be offered feedback.

All new starters, other than those who have registered for the continuous updating service (see below), will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back clear.

The nursery will record and retain details about all new staff members including qualifications, identity checks carried out and the vetting process completed. This will include the disclosure and barring service reference number, the date the disclosure was obtained and details of who obtained it.

New starters are required to sign to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or are unsuitable to do so; and that, to the best of their knowledge, no-one living in their household has been disqualified from working with children.

All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a 'mentor/ buddy' who will introduce them to the way in which the nursery operates. During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding policy and procedure, emergency evacuation procedures, inclusion and diversity procedures and health and safety procedures. They will have regular meetings with their line manager during their induction period to discuss their progress.

On-going staff support and checks

All staff members are responsible for notifying their line manager if there are any changes to their circumstances that may affect their suitability to work with children (staff suitability status will also be checked through an annual 'staff suitability questionnaire'). This includes any incidents occurring outside the nursery or involving people they live in a household with. Staff will face disciplinary action should they fail to notify the manager immediately.

All members of staff will be required to register with the DBS update service and agree to CNTC completing an annual update of their DBS status. They will also be required to complete a health and suitability questionnaire. The Head of CNTC will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. This may include requiring the individual to obtain a waiver from Ofsted in relation to any disqualification.

All staff members have an appraisal and ongoing supervision meetings. These provide staff members and managers an opportunity to discuss and evaluate their performance and identify any training needs. The nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

CNTC trainees, students and volunteers will follow the same recruitment and ongoing support processes as staff members.

Agency Staff

Agency staff members will be required to demonstrate their suitability for the role through confirmation from the agency that the required suitability checks have been completed (as per the CNTC requirements) and that the person is suitable for the job role. Identity checks, will be completed through sight of an original passport, driving licence or photographic ID. Qualification checks will also be completed, if appropriate, through sight of the original certificates. An original satisfactory enhanced DBS check completed by the agency will also be required. Agency staff members will not be allowed unsupervised access to children before these checks have been completed and the Nursery Manager is satisfied that the person is suitable to be left with children. A full induction will be given to all agency staff members. They will have their ongoing suitability monitored through regular supervision and an annual declaration from the agency regarding their suitability.

Childcare students

Childcare students will be required to demonstrate their suitability for the role through confirmation from their college or training provider that all the required suitability checks have been completed (as per CNTC requirements) and that the student is suitable for the role. Identity checks will be completed through sight of an original passport, driving licence or photographic ID. Qualification checks will also be completed, if appropriate, through sight of the original certificates. An original satisfactory enhanced DBS check completed by the college/training provider will also be required. Students will not be allowed unsupervised access to children before these checks have been completed and the Nursery Manager is satisfied that the person is suitable to be left with children. A full induction will be given to all students. They will have their ongoing suitability monitored through regular supervision and an annual declaration from the college regarding their suitability.

Work Experience Students

All work experience students will be required to demonstrate their suitability for the role through confirmation from their teacher/tutor that they consider them suitable to be in contact with children. Identity checks will be completed, through sight of photographic ID. A risk assessment will be carried out in relation to a young person being in the workplace and control measures put in place if necessary. Students under the age of 15 years will not be accepted on work experience. The number of work experience students attending will be limited to one per department to allow for appropriate supervision. Appropriate induction will be given to all work experience students. Work experience students will not be allowed unsupervised access to children.

No person under the age of seventeen will be allowed unsupervised access to children.

Providing References

It is the policy of the College, in line with safe recruitment good practice, to provide references for staff and students which provide as much factual information as possible to their future employer. The reference will clearly state that it is solely based on the person's time at CNTC.

We welcome and abide by all legal requirements relating to safe recruitment set out in the Statutory Framework for the Early Years Foundation Stage (EYFS) and accompanying regulations. We also follow any requirements or guidance given by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this is a member of staff who has left the nursery or is still under investigation. This policy is in line with CNTC Safeguarding Children and Young People Policy and Procedures,

the Local Safeguarding Board Policies and Procedures, Working Together to Safeguard Children 2015 and Keeping Children Safe in Education 2015 guidance.

Reviewed November 2016

SPECIAL EDUCATIONAL NEEDS AND DISABILITY POLICY AND PROCEDURES

CNTC recognises that children and their families within the community have a wide range of needs and we will endeavour to play a part in meeting those needs. The nursery is committed to inclusion. We have high aspirations for all children and are committed to improving outcomes. We understand the importance of children with special educational needs and disabilities having access to mainstream settings and, whilst we have some physical constraint with our buildings, we will do our utmost to overcome these, if at all possible, to allow access to all children. The best interests of the child will always be paramount.

In order to achieve this we will:

- Have regard for the DfES Special Educational Needs and Disability Code of Practice 0 – 25 years (2014)
- Comply fully with the safeguarding and welfare and the learning and development requirements of the Early Years Foundation Stage Framework (EYFS) 2014
- Have regard to our duties under the Equality Act 2010 in providing an environment for disabled children which is free from harassment and victimisation and where reasonable adjustments are made to prevent them from being put at substantial disadvantage
- Appoint a Special Educational Needs and Disabilities Co-ordinator (SENDCO) to co-ordinate provision throughout the nurseries
- Work in partnership with parents to identify their child's needs and to establish any support needed
- Support parents/carers in obtaining help and advice from outside agencies, such as health visitors, psychologists, paediatricians, etc.
- Regularly consult parents/carers and appropriate professionals regarding the child's progress and the way forward. This will ensure a planned, co-ordinated approach for provision of the child's needs
- Observe children, in conjunction with parents/carers, to assess the effectiveness of the provision made for the child and act accordingly
- Ensure all of those working with the children are alert to emerging difficulties and recognise the importance of early intervention in identifying and meeting the individual needs of children
- Ensure that all children have access to a broad range of activities and experiences, irrespective of their special educational needs and/or disabilities
- Explore all opportunities to provide additional resources to match the individual needs of children
- Develop areas of knowledge and specialism within the staff team and the setting
- Provide appropriate opportunities for the development of every child's self esteem and encourage full integration into the setting
- Make available appropriate training and offer it to all staff
- Encourage staff to establish relationships with other local Early Years settings to share expertise and training
- Evaluate the success of this policy by monitoring the progress of children with special educational needs and/or disabilities

If parents are at all dissatisfied with the provision for their child they should contact the Nursery Co-ordinator in the first instance. If they remain unhappy they should contact the Nursery Special Educational Needs and Disabilities Co-ordinator (SENDCO). If they remain unhappy following this they should follow the Nursery complaints procedure, as detailed in this booklet.

Nicola Richards is the Special Educational Needs and Disabilities Coordinator (SENDCO) for the Nursery

The role of the SENDCO is:

- To take responsibility for the day-to-day operation of the Special Educational Needs and Disabilities Policy
- To liaise with nursery staff and primary carers to ascertain which children are giving cause for concern
- To take the lead in observation and assessment of identified children, considering their strengths, weaknesses and consequent needs
- To take the lead in planning future support for children with SEN and disabilities, in discussion with the child's parents and Key Person
- To take the lead in implementing and reviewing Education, Health and Care (EHC) Assessments and Plans
- To liaise with parents and other professionals in respect of children with special educational needs
- To co-ordinate provision for children with special educational needs and/or disabilities through a graduated approach to identifying and supporting children with SEN and disabilities. This approach will have four stages of action: Assess, Plan, Do and Review
- To implement a Common Assessment Framework (CAF), if appropriate
- To take responsibility for the transfer of SEND records to the child's next setting
- To offer support and advice to nursery staff, key person and primary carers. This will include attendance at meetings between staff and primary carers, attendance at meetings between staff and outside agencies
- To ensure that relevant background information about individual children with special educational needs and disabilities is collected, recorded and updated
- To keep up to date with changes in legislation and methodology regarding Special Educational Needs and Disabilities and to attend such training as may be required
- To provide training, both internal and external, for nursery staff
- To perform any other duties in connection with children with special educational needs and disabilities as may be deemed necessary by the management
- If appropriate, support parents in applying for an Education, Health and Care Plan
- To keep information about the nursery up to date on the 'local offer' and to be aware of what is on offer locally for children with SEN and/or disabilities (please note this refers to the information that local authorities are required to develop and publish in one place, setting out the support they expect to be available for local children and young people with SEN and/or disabilities)

Procedure

- Staff members will perform regular observations and on-going assessments of all children, in order to identify and support their individual needs as early as possible.
- If a parent or member of staff is concerned about a child's progress the nursery staff will work with the parents to try to address these concerns
- When a child with special educational needs and or disabilities is admitted to the nursery, the SENDCO will work closely with the child's parents, other professionals and other settings, if applicable, to ensure smooth transition and admission for the child in line with our Transition, Continuity and Inter-agency Working Policy
- If necessary, information regarding this concern will be passed to the SENDCO
- The SENDCO will speak to the child's Key Person, observe the child in the nursery, if appropriate, or review the Key Person's observations of the child, assess the child's needs and offer advice to staff members and parents
- Once the child has been identified as having special educational needs and/ or disabilities we will implement a graduated approach to supporting their needs with

four stages of action: assess, plan, do and review. This approach will be underpinned by assessment evidence, targeted plans and evidence-based support

- The SENDCO and the child's Key Person will work in partnership with the child's parents to analyse the child's needs and establish the support needed, including any agreement to work with other professionals outside of the setting
- Together they will decide on an agreement about the interventions and support needed and the expected impact on progress, including any related staff development needs and a date for review
- We will then implement the interventions or programmes agreed, including assessing the child's response to the action taken
- Following this the Key Person, SENDCO, child's parents will review the effectiveness of the support and its impact on the child's progress and include any agreed changes to outcomes and support
- This cycle of action will be revisited in increasing detail and frequency including seeking further specialist help to secure good progress until the SENDCO, Key Person, the child's parents and any other professionals involved agree intervention is no longer needed or decide to request an education, health and care needs assessment
- If appropriate, a Common Assessment Framework (CAF) will be implemented in response to the child's individual needs

Reviewed November 2016

TRANSITION, CONTINUITY AND INTER-AGENCY WORKING POLICY

CNTC aims to ensure that children moving to new settings, both internally and externally do so in a positive and supportive way.

The nursery is committed to working in partnership with parents and other settings to ensure smooth transitions for all children.

We aim to ensure that during transition:

- Each child's individual needs are taken into account
- Parents are consulted and involved in the transition and information is regularly shared with them
- The transition is arranged with both the old and new setting and the child's parents working closely together
- Information is shared and a settling in period is arranged appropriate to the child and the setting
- The nursery management team will support staff in order to allow them sufficient time to induct and settle new key children in

Procedure for children starting at nursery

Parents will be provided with a copy of the nursery policies and procedures before their child starts and will have the opportunity to discuss and clarify them with the key worker during induction.

The following procedure is aimed at ensuring smooth transition in to the nursery for both the child and the parents.

- A timetable of visits, based around the child's needs, will be agreed between the child's key person and the parents
- During these visits the parent must stay on the nursery site
- The child's key person will complete a full induction with the child and the parents and supply the parents with a Welcome Booklet
- The child detail form and all necessary paperwork must be completed before the child can be left at the nursery without the parents

Procedure for children moving within the setting

The following procedure is aimed at ensuring a smooth transfer for both the child and the parents within the setting.

- A timetable of visits, based around the child's needs, will be agreed between the current Nursery Co-ordinator and the new Nursery Co-ordinator. Parents will be kept informed about these arrangements
- The current Key Person will inform the parents about the move date and discuss the arrangements with them. They will introduce the parents to the child's Key Person and staff in the new nursery. They will give the parents the relevant Welcome Booklet and the Policy and Procedures Booklet
- Any relevant information about the child (special diets, etc.) will be outlined on a Department Transfer form, which will be completed by the child's current key person and passed onto the child's new key person. The department co-ordinator will be notified of any relevant information on this form
- The child's new Key Person will arrange an induction meeting with the parents.
- This induction will take place before the child begins visiting the new nursery. This will enable the Key Person to familiarise the child and the parents with the new nursery and the nursery staff

- Parents will be required to complete a Child Detail Form or confirm that all the details previously given are still correct by re signing and dating the child detail form and all permission areas. This is to ensure that the nursery has the most up to date information and permission signatures. During the first few visits the nursery staff will ensure that the group is based in the nursery room and garden, to help the child become familiar with the new surroundings. The child's Key Person will be available to greet and settle them into the nursery
- During the visits a member of staff from the child's current room, usually the child's Key Person, will spend a short period of time settling the child depending on the child's individual needs
- The child's current Nursery Co-ordinator will be responsible for ensuring that the child's records are transferred to the new department
- Staff will have awareness that at times of change a child may regress a little and may need some additional support until they have settled in. For example, the child may want to carry a comfort item with them. Nursery staff will keep the child's parents fully informed of their progress

Procedure for children moving out of the setting

- With the parent's permission all relevant information about the child will be shared with the new setting
- Staff from the new setting will be welcome to visit the child in the nursery.
- Staff will complete transition reports on the child's progress in nursery, which will be shared with the child's parents and, with the parent's permission, the new setting
- A ring back procedure will be used to check the authenticity of the setting if information is requested by telephone
- The nursery will take into consideration any external setting's procedures. They will undertake to carry out, where appropriate, any requests from the new setting, to help smooth the child's transition. Parents will be kept informed of these requests at all times

Inter-agency working

We are committed to providing the best possible care and education for all children. In order to help us to do this we actively seek advice from a broad spectrum of other professionals. This will always be done with the parent's informed consent (unless the safety of the child is at risk) and all information will be shared with the child's parents. Other professionals are welcomed into the setting and their knowledge and advice is valued. Parents are encouraged to share any information from other professionals with staff to enable us to support the development of the child.

Reviewed November 2016

COMPLAINTS PROCEDURE

CNTC aims to provide the highest standards of care and education for all children. We believe that all parents and children should be treated courteously and with respect and that prompt and careful attention should be given to their needs, wishes and concerns.

In order to achieve this we will:

- Treat all children and parents with courtesy and respect at all times.
- Expect parents to treat staff and students/trainees with courtesy and respect at all times
- Deal promptly with any concerns raised by parents about their child's care and education
- Make every attempt to resolve concerns and complaints informally
- Fully investigate any complaints made about the nursery
- Welcome suggestions that may improve any aspect of the services that we provide

Procedure

The following procedure will be followed when a parent has concerns about any aspect of their child's care and education.

Any concerns should initially be discussed with the child's key person or a member of staff based in the child's room. Wherever possible this should be done on the day the concern arose so that it can be dealt with promptly.

The staff member dealing with the concerns will make every attempt to resolve the matter with the parents. It is anticipated that most concerns will be resolved at this stage.

If, following these discussions, the matter is unresolved and parents are still concerned, they should discuss their concerns with the relevant Nursery Co-ordinator who will make every attempt to resolve the matter with the parents.

If, following these discussions, the matter is still unresolved and the parents are still concerned they should discuss the matter with the Head of Nursery.

If, following these discussions, the matter is still unresolved and the parents are still concerned, they should put their concerns in writing to the CNTC Head.

The CNTC Head will fully investigate the written complaints and make every attempt to resolve the matter with the parents. The Head will notify the complainants of the outcome of the investigation within 28 days of having received the complaint. The Head will keep a log of any complaints made, the outcome of any complaints and details of how they were resolved.

Parents have a right to appeal against the outcome of this investigation to the CNTC Board of Trustees. Parents should put their concerns in writing to the Chair of Trustees via the main CNTC office. This should be done within 10 working days of them receiving the outcome of the investigation. The Chair of Trustees will consider the appeal fully and will notify the parent of the outcome of the appeal within 10 working days.

All information relating to individuals involved in the complaint will be kept confidential. These records will be kept for a minimum of three years.

We are regulated by OFSTED (The Office for Standards in Education). Any parent who feels that their complaint has not been dealt with appropriately should contact OFSTED at the address given below.

Application Regulatory and Contact (ARC) Team
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Reviewed November 2016

HEALTH AND SAFETY POLICY STATEMENT

The Health and Safety at Work Act 1974 imposes a duty on employers to ensure, so far as is reasonably practicable, the health and safety of their employees whilst at work. This duty is also extended to others who may be affected by that work.

Employees have a statutory duty to take care of themselves and others who may be affected by their acts or omissions.

The Board of Trustees and THE Chiltern Nursery & Training College (CNTC) Management team are committed to promoting the health and safety of all children, students/trainees and employees of CNTC and all visitors to CNTC.

CNTC will, so far as is reasonably practicable, ensure that:

- Employees, students/trainees and visitors are provided with such information, instruction, training and supervision as is necessary to secure their health and safety at work and the health and safety of others who may be affected by their actions
- Employees are consulted on Health and Safety matters
- Risk assessments are carried out and periodically reviewed
- Adequate resources are provided to ensure that proper provision can be made for health and safety
- Working procedures and practices are maintained that are safe and without risk to health
- Arrangements for the use, handling, storage and movement of articles and substances are safe and without risk to health
- The provision and maintenance of all machinery and equipment is safe and without risk to health
- The CNTC environment is safe and there is safe access to and from the work place.
- The monitoring of activities is undertaken to maintain agreed standards

It is the duty of all employees and students/trainees:

- To take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions and to work with the CNTC management team to fulfil its statutory duties
- Not to interfere with or misuse anything provided in the interest of health and safety

General

- This health and safety policy will be reviewed at least annually, amended and updated as necessary. Communication of any changes will be made to employees and students/trainees
- Effective procedures are in place for consultation and communication on health and safety matters
- Detailed reference information can be obtained via CNTC managers

This policy is a whole CNTC policy. It is reviewed at least annually and more frequently if circumstances require.

Reviewed November 2016

HEALTH AND SAFETY PROCEDURES

CNTC are committed to promoting the health and safety of all children, students/trainees, staff and visitors to the nursery.

To promote the health and safety of all:

- Staff members are given full health and safety induction
- Staff training is provided on all relevant health and safety matters
- Regular risk assessments are completed on areas of risk and are reviewed at least annually
- Individual risk assessments are completed in specific circumstances, on specific activities and trips, as appropriate

To maintain a safe and healthy environment for all we ensure that:

- We seek and follow advice from relevant expert bodies and organisations
- Health and safety checks are carried out daily on both the inside and outside areas and in-depth checks carried out every four months
- The building is clean, well ventilated and well maintained
- The furniture and equipment are well maintained and suitable for the children's use.
- A non-smoking policy is strictly enforced throughout the CNTC buildings and grounds
- Regular cleaning routines are in place for toys and equipment
- A high standard of hygiene is maintained throughout the nursery
- A first aid box is accessible at all times, which contains appropriate contents to be used with children
- All gates and doors are kept securely shut at all times. Door codes are used on all main external doors
- When not in use the sandpits are covered. They are spot cleaned daily and deep cleaned regularly
- Children are appropriately dressed and protected from the weather conditions (i.e. sun cream in hot weather). At times of extreme weather conditions the length of time spent outside will be limited

To maintain the safe supervision of children:

- Adequate numbers of adults will supervise the children in all areas as appropriate to the area and the activity
- Minimum required adult/child ratios will be adhered to at all times
- All staff members, students/trainees and volunteers undergo a range of checks to ensure that they are suitable to work with young children
- Any person who has not been cleared as suitable is not allowed unsupervised access to children

To maintain the safe supervision of children during off site trips the following procedures will be followed:

- Parents will be asked to sign a general consent form for local outings
- If a form is not received the child will not be able to attend the trip
- Staff will complete an outing information form and a risk assessment checklist.
- A full list of adults and children attending will be left in the department, together with information about the trip and the approximate return time
- A mobile telephone will be taken on all trips
- Appropriate first aid equipment will be taken (including any medical equipment for children with medical or additional needs)
- At least two adults will accompany the children on off-site trips and at least one must be qualified and at least one member of staff must hold a current 2-day paediatric first aid certificate

- If staff members experience any problems on the trip they will immediately telephone the nursery and back up help will be sent, if appropriate
- Staffing ratios will be appropriate to the age of the children and the relevant legal requirements
- Staff cars will not to be used for any journeys involving children
- For trips that are further afield a separate permission slip will be required from parents and a full risk assessment will take place
- If public transport is going to be used a separate permission slip will be required from parents and a full risk assessment will take place

To ensure that children are protected from the sun and adverse weather conditions:

- Parents are asked to provide appropriate clothing such as sun hats for hot weather, waterproof clothing for wet weather and warm coats, gloves, hats for cold weather, etc.
- Time outside is restricted or stopped during adverse weather conditions and, if necessary, an individual risk assessment will be completed
- Children will not be allowed outside if they do not have appropriate clothing for the weather conditions
- Sun cream is applied to children, as appropriate, in hot weather with the permission of the parents

To ensure the safe arrival/collection of children from the nursery the following procedures will be followed: (See also Late Collection Policy and Procedures)

- On arrival parents must ensure that they hand their child over to a staff member who will immediately mark the child's arrival time in the register
- To ensure the safe collection of children parents are required to give written permission as to any person who is authorised to collect their child
- Staff will not allow children to go with any person who is not authorised to collect them
- Staff will not allow children to be collected by anyone who is under the age of 16
- Staff will not allow children to go with anyone who appears incapacitated by alcohol or drugs
- In the event of an emergency and an authorised person not being available to collect the child, parents must telephone the nursery and inform staff. An identification procedure and a code word will be agreed between the staff member and parent.
- In the unlikely event of a child not being collected from nursery the late collection policy and procedures will apply
- On collection parents must ensure that they inform a member of staff that they are taking their child and the member of staff will immediately mark the child's departure time in the register
- Access points to the nursery will be kept to a minimum

To prevent the spread of infection the following procedures will be followed:

- In order to prevent the spread of infection all staff members follow a high standard of hygiene procedures, these include regular hand washing, the use of disposal gloves and disposable aprons for nappy changing and the use of aprons for the serving of food and whilst feeding very young children who are more vulnerable. Children and adults are encouraged to wash their hands regularly as part of the daily routine
- The nursery follows the guidance provided by Public Health England on exclusion periods for infectious illness
- In line with this guidance, and in order to prevent the spread of infection, children and adults with diarrhoea and/or vomiting **must not** return to nursery until they have been symptom free for a minimum of forty-eight hours

- Additional precautions are taken when there is a known infection in the nursery. Parents are informed about any infectious illness in the nursery and given as much information as possible about signs and symptoms etc. Additional hygiene procedures are put in place and additional cleaning is undertaken

Emergency evacuation procedures

- Clear notices are displayed in each area of the nursery as to the procedure to be followed in the event of a fire or the need to evacuate the building in an emergency
- All staff and students/trainees receive full instructions on these procedures during their induction
- These procedures are regularly practiced by adults, students/trainees and children to ensure that they are effective and that everyone is aware of what to do in the event of a fire or the need to evacuate the building in an emergency
- All staff and students/trainees are made aware that the main priority during these procedures is to ensure that all children and adults are safely out of the building and accounted for.
- Fire alarms and equipment are regularly tested
- If a full evacuation of the nursery building and grounds is required, for example, a bomb alert, building 18 will be used as the evacuation point for all children and adults.
- In the event that the nursery are notified of an immediate danger in the vicinity, for example, a dangerous person or threat in the local area and it is not appropriate to evacuate the building, a lock down procedure will apply.

Accident procedures

- All permanent staff members have first aid training and can call on more experienced First Aiders for advice and support on any actions to be taken
- The treatment of all accidents will be overseen or carried out by a member of staff who holds a current paediatric first aid certificate
- Staff members record all accidents, however slight, on an Accident Report Form. This includes any accidents occurring at home (which the parent informs them about).
- Parents will be told about the accident as soon as possible and asked to sign the Accident Report Form to confirm that they have been informed
- If a parent is not due to collect a child and the child has an accident the parent will be informed of the accident by phone and this will be noted on the accident report form. The person who collects the child will also be informed about the accident and asked to sign the accident report form
- Any child who has had an accident in nursery will be monitored carefully
- Accident Report Forms will be checked frequently by the Nursery Co-ordinator to assess whether there are any on-going problems that need to be addressed
- If the child requires hospital treatment the parents will be called immediately and informed of the situation. A member of staff will accompany the child to the hospital if the parent cannot get to the nursery in time
- If appropriate a RIDDOR report form will be completed and sent to the Health and Safety Executive and OFSTED will be notified

Illness procedures

- The nursery follows Public Health England guidelines on infection control in schools and other childcare settings and seeks advice from them if necessary
- The nursery reports any notifiable illness to Public Health England
- The nursery reports any serious illness to OFSTED
- When a child is unwell and unable to cope with the day, the parents will be contacted and asked to collect the child as soon as possible
- If staff are concerned the child may be infectious, the child will be cared for in a separate area away from the other children until the parents arrive

- If a child has a slight temperature but is otherwise well, a staff member will try to reduce the temperature by removing the top layer of clothing. If the temperature persists but the child is still otherwise well, the staff member will inform a Co-ordinator of the situation and will then ring the parent or emergency contact person.
- They will inform the parent of the child's condition, signs and symptoms and ask them what action they would like them to take. If the parent asks for their child to be given Paracetamol suspension this will be recorded on the medication record and signed by the parent on collection. The staff member will only be able to do this if the general consent permission slip has also been signed

Policy on supporting children with medical needs

The nursery aims to support individual children with long and short-term medical needs to enable them to fully access the service that we offer. In order to do this we:

- Gain as much information from parents about their child's individual medical needs.
- Complete an individual risk assessment, if appropriate
- Ensure that the parents have completed an on-going or long-term medication form and the staff member administering medication follows the instructions detailed.
- Access training for staff, from a qualified health professional when technical or medical knowledge is required
- Ensure that the medication is stored and given in accordance with the manufacturer's instructions
- Draw up individual care plans, if appropriate, and agree them with the parents.
- Implement an effective procedure on the administration of medicines as outlined below

Procedures for the administration of medication:

Parents' responsibilities

- If a child requires medication during the day, parents must complete the permission section of a **Medication Record Sheet** before the medication can be given
- The medication must be clearly labelled, in the original packaging and must be in date
- Parents must notify the nursery if there are any changes to the original requirements requested, throughout the course of medication

If a person other than the parent brings the child to nursery with medication, but without written permission from the parent, the parent will be contacted to obtain written permission from them before the medication can be administered. This permission can be in the form of an email.

Nursery procedures

Only Room Leaders, Room Deputies and Nursery Co-ordinators, with a current first aid qualification, will be authorised to administer medication to children in the nursery.

The staff member receiving the medication from the parent will:

- Ensure that the parent has completed the permission section of the **Medication Record Sheet** correctly
- Ensure the Room Leader or the Room Senior, or in their absence a Nursery Co-ordinator, is notified of the request by the parent to give the medication

The person responsible for giving the medication will:

- Check the details on the medication form and, if they are unclear ring the child's parents for clarification

- Check the packaging of the medication to ensure the right dose has been requested and that the medicine is in date
- Check the child's medication record before giving the medication
- Ensure that the child receives the correct dose at the correct time, according to the instructions
- Administer the medication in line with the instructions
- Ensure that the medication record is completed immediately

A second member of staff/student/trainee will:

- Check that the medication is being given according to the instructions, as above.
- Witness the administration of the medication
- Sign the medication record to confirm the correct procedures have been followed and the correct dosage has been given

General consent

- Parents will be asked to sign a general consent form for the administration of a Paracetamol based suspension such as Calpol. However, in normal circumstances a medication record sheet should still be completed
- If, however, a child suddenly develops a temperature while at nursery, the staff member will inform a Co-ordinator of the situation and will then ring the parent or emergency contact person. They will inform the parent of the child's condition, signs and symptoms and ask them what action they would like them to take
- If the parent asks for their child to be given Paracetamol suspension this will be recorded on the medication record and signed by the parent on collection. The staff member will only be able to do this if the general consent permission slip has also been signed
- If the parent or emergency contact person cannot be contacted the staff member will continue to try to reduce the child's temperature using methods such as removing some of the child's clothing or with the use of a fan
- If the temperature does not go down the Nursery Co-ordinator will make an assessment of the situation and seek medical advice if necessary
- In all of the above circumstances parents will be asked to sign the medication record sheet on returning to the nursery

These procedures will in no way delay or prevent staff from seeking medical advice or assistance if they feel it is necessary. All medication will be stored appropriately, in the original packaging, safely and in accordance with the manufacturer's instructions, away from the children. It will be checked regularly to ensure that it is in date.

Procedure for animals on site

- Staff will ensure that any animals on the premises are safe to be in the proximity of children and do not pose a health risk
- After handling or being in contact with any animal children and staff will wash their hands
- Animals, which are kept on the nursery premises, will have their habitats regularly cleaned to prevent the spread of infection
- A risk assessment will be carried out on any occasion when animals visit the nursery

Reviewed November 2016

MISSING OR LOST CHILD PROCEDURES

CNTC are required by OFSTED to have a Missing or Lost Child Procedure. The security procedures that we have in place make this a very unlikely event.

To ensure that children are not lost while in the care of the nursery we:

- Carefully supervise children at all times
- Maintain appropriate staff/child ratios at all times
- Provide keypad codes on external doors
- Provide high handles on all doors
- Closely monitor children in and out of the building
- Closely monitor children on outings and trips
- Ensure that visitors to the nursery are supervised at all times
- Complete regular register checks when children are moving around the building and from one area to another

In the unlikely event of a child being lost while in our care the following procedures will be followed:

- Staff members will immediately undertake a thorough search of the nursery and the immediate vicinity
- The Nursery Co-ordinator will be notified and staff members will be called from other areas of CNTC to help with the search
- If, following a thorough search of the nursery and immediate vicinity, the child cannot be found the Police will be called and the child's parents will be notified without delay

In the unlikely event of a child being lost while on a trip or outing the following procedures will be followed:

- Staff members will immediately undertake a thorough search of the immediate vicinity
- Staff members will be assigned to organise the supervision of other children on the trip in a safe area
- The Nursery Co-ordinator will be notified and staff members will be called from other areas of the CNTC to help with the search
- If, following a thorough search of the immediate vicinity the child cannot be found the Police will be called and the child's parents will be notified without delay

In the event of a child being lost while in our care we will also:

- Undertake a thorough and comprehensive investigation
- Inform OFSTED
- Keep the parents of the child concerned fully informed throughout
- Take any action required following the investigation to prevent this happening again

Reviewed November 2016

LATE COLLECTION OF CHILDREN POLICY AND PROCEDURES

CNTC appreciates that there are times when the late collection of children is unavoidable; however this late collection policy applies in all circumstances.

The nursery is open from 8.00 am to 6.00 pm daily. Sessions run from 8.00 am to 1.00 pm and from 1.00 pm to 6.00 pm. Parents who do not collect their children by the end of a session, at whatever time of day, will be liable for additional payments. This policy applies to the late collection of children from both the morning and the afternoon sessions.

If parents are unable to collect their child on time, they must telephone the nursery to let us know what the situation is and when their child is likely to be collected.

If parents are late collecting their child, the late collection will be recorded in a book by staff and parents will be asked to sign the book.

On the third recorded late collection parents will be charged as follows:

- £10 for the first 10 minutes
- £10 for the next 10 minutes and so on

All late collections after the third late collection will be charged at the above rate and will apply throughout the child's time at nursery.

In the event of parents repeatedly collecting their child late they will be asked by the nursery to review their collection arrangements.

In the unlikely event of a child not being collected from the nursery at the expected time and no contact being made with the parents, the following procedure will apply:

- Two members of staff will remain on the premises with the child at all times. One of these staff members will be a senior member of staff
- The child will be reassured and comforted
- The parents will be telephoned on all available contact numbers.
- If the parents are not contactable the emergency contact person will be contacted and asked to collect the child.
- Every effort will be made to contact the parents or the emergency contact person.
- If no contact has been made with either the parents or the emergency contact person within one hour of the time at which the child was due to be collected the nursery will contact Children's Social Care for advice

Children's Social Care

Multi Agency Safeguarding Hub: 0118 9373641 (9 am to 5 pm)

Out of Hour Emergency Duty Service: 01344 786543

Reviewed November 2016

CONFIDENTIALITY POLICY

CNTC has a strict code of conduct regarding confidentiality.

All staff members are aware that when working at CNTC confidential information may be shared with them concerning families, children and young people. They understand that it is extremely important that they do not pass on this information unless they have the permission of the person/parent concerned or it is essential for a child's/young person's welfare in line with the Local Safeguarding Children Board and the CNTC's Safeguarding Children and Young People Policy and Procedures.

It is the policy of CNTC that confidential information is shared strictly on a 'need to know' basis and that the welfare of the child/young person concerned will always be paramount.

All confidential information is kept and stored in line with CNTC's Data Protection Policy and Procedures, which complies with the Data Protection Principles, set out in the Data Protection Act 1998 as amended.

This policy is a whole CNTC policy. It is reviewed at least annually and more frequently if circumstances require.

Reviewed November 2016

DATA PROTECTION POLICY

CNTC is registered under the Data Protection Act and needs to keep certain information about its staff, students/trainees, parents and children. It is also necessary to process information so that employees can be recruited and paid. CNTC must comply with the Data Protection Principles that are set out in the Data Protection Act 1998 as amended.

In summary these state that personal data will:

- Be obtained and processed fairly and lawfully and will not be processed unless certain conditions are met
- Be obtained for a specified and lawful purpose and will not be processed in any manner incompatible with that purpose
- Be adequate, relevant and not excessive for those purposes
- Be accurate and kept up to date
- Not be kept for longer than is necessary for that purpose
- Be processed in accordance with the data subject's rights
- Be kept safe from unauthorised access, accidental loss or destruction
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data

CNTC and all staff who process or use any personal information should ensure that they follow these principles at all times. In order to ensure that this happens, CNTC has developed this Data Protection Policy.

Status of the Policy:

Any member of staff or any individual on whom CNTC holds information who considers that the policy has not been followed in respect of personal data about themselves, should raise the matter with the designated data controller (the Bursar) initially. If the matter is not resolved it should be raised as a formal grievance.

Notification of Data Held and Processed:

All staff or any individual on whom the CNTC holds information are entitled to:

- Know what information the CNTC holds and processes about them and why
- Know how to gain access to it
- Know how to keep it up to date
- Know what CNTC is doing to comply with its obligations under the 1998 Act

Responsibilities of Staff:

As an individual you are responsible for:

- Checking that any information you provide to CNTC in connection with your employment is accurate and up to date
- Informing CNTC of any changes to information which you have provided, e.g. changes of address
- Checking the information that CNTC will send out from time to time, e.g. the yearly personal details update
- Informing CNTC of any errors or changes.

CNTC cannot be held responsible for any errors unless you have informed CNTC of them. If, and when, as part of your responsibilities, you collect information about other people (opinions on reports, references, marks, details of personal circumstances) you should follow the guidelines set out in the introduction.

Data Security:

As an individual you are responsible for ensuring that:

- Any personal data that you hold is kept securely
- Personal information is not disclosed either orally or in writing, accidentally or otherwise to any unauthorised third party

Personal information will be:

- Kept in a locked filing cabinet, or in a locked drawer, or
- If it is computerised, it will be password protected.
- If kept on a mobile storage device it will be locked away securely.
- Personal data will not normally be kept on mobile devices such as laptops but if this is necessary the mobile device will be password protected, stored securely and locked away.

Rights to Access Information:

Staff or any individual on whom CNTC holds information at CNTC have the right to access any personal data that is being kept about them either on computer or in certain files. Anyone who wishes to exercise this right should report this to the Data Controller (the Bursar).

Before gaining access, the person might wish to know what information is currently being held. This request should be made in writing. CNTC is entitled to make a charge on each occasion that access is requested.

CNTC aims to provide access to personal information as quickly as possible, but will make sure that it is provided within 21 working days unless there is good reason for delay. In such cases, the reason for the delay will be explained in writing to the person making the request.

Subject Consent:

CNTC can only process personal data with the consent of the individual. Agreement to CNTC processing certain types of personal data is a condition of employment for staff. This includes information about previous criminal convictions.

All members of staff, volunteers and students/trainees who come into contact with children will be subject to DBS checks. CNTC has a duty under the Children Act and other enactments to ensure that staff are suitable for the job. We also have a duty of care to all staff, volunteers and students/trainees, and must, therefore, make sure that employees and those who use CNTC facilities do not pose a threat or danger to other users.

CNTC will also ask for information about particular health needs, such as allergies to particular forms of medication, or any conditions such as asthma or diabetes. We will only use the information in the protection of the health and safety of the individual.

Processing Sensitive Information:

When data is sensitive, **express consent** must be obtained to share the information with other specified individuals. Sometimes it is necessary to process information about a person's health, criminal convictions, race, ethnicity, gender and family details. This may be to ensure CNTC is a safe place for everyone, or to operate other CNTC policies. Because this information may be sensitive and we recognise that the processing of it may cause concern or distress, staff and students/trainees will be asked to give express consent for CNTC to do this.

Retention of Data:

All information will be kept for a minimum of seven years. This will include information necessary in respect of pensions, taxation and information required for job references. A full list of information with retention times is available from the Data Controller.

Disposal of information:

Printed information will be shredded. Any disks containing information will be physically destroyed and all computer information will be deleted permanently.

It is the legal responsibility of all members of CNTC to ensure that they fulfil their role at CNTC within the terms of this policy and the legal framework for data protection. This policy lays out CNTC's obligations to you under the legal framework for data protection and your obligations to CNTC.

This policy is a whole CNTC policy. It is reviewed at least annually and more frequently if circumstances require.

Reviewed November 2016