

CHILTERN NURSERY & TRAINING COLLEGE (CNTC)



PARENT POLICIES AND PROCEDURES BOOKLET

Reviewed April 2023

**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 'CNTC' has been used, it refers to Chiltern Nursery & Training College. The policies and procedures in this booklet are covered in depth during staff inductions and ongoing training. Staff members are also provided with additional guidance on specific policies and procedures to ensure consistency in implementation. All CNTC's policies and procedures comply with the requirements of the Early Years Foundation Stage Framework 2017 and all other relevant legislation and guidance. These policies and procedures are reviewed at least annually and more frequently if circumstances require.

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Operational Procedures and Practices Living with COVID-19

Our aim at CNTC is to follow the [next steps for living with COVID-19](#) in England put in place from Friday 1 April 2022 by the government and to continue with some measures that have been beneficial to try, as far as possible, to reduce the risks of infection for children, staff members, parents, and the wider community whilst ensuring the least possible effect on the experience children receive in nursery.

Safeguarding, and the protection and welfare of children are a key priority when working with children. The presence of COVID-19/respiratory infections does not change the importance of this, or our safeguarding policies and procedures. Procedures for safeguarding children are displayed in each nursery room along with the contact telephone numbers for both the safeguarding lead and the deputy safeguarding lead who are always available to offer advice and support.

To prevent the spread of Coronavirus/respiratory infections, it is very important that parents and staff members work together safely and responsibly following the guidance set out in all CNTC documentation along with the supporting information and guidance provided by the government [Government sets out next steps for living with COVID - GOV.UK \(www.gov.uk\)](#)

We have put together a range of measures to support continued safe practice based on the guidance we have received, and this will be continually reviewed.

Free COVID-19 tests will continue to be available for specific groups, including eligible patients and NHS staff, once the universal testing offer ends on Friday 1 April, this does not include Early Years Settings. Free testing will not be available for the general public.

Updated guidance will advise:

- adults with the symptoms of a respiratory infection, including COVID-19, and who have a high temperature or feel unwell, should try to stay at home and avoid contact with other people until they feel well enough to resume normal activities and they no longer have a high temperature
- children and young people who are unwell and have a high temperature should stay at home and avoid contact with other people. They can go back to school, college or childcare when they no longer have a high temperature, and they are well enough to attend
- adults with a positive COVID-19 test result should try to stay at home and avoid contact with other people for 5 days, which is when they are most infectious. For children and

young people aged 18 and under, the advice will be 3 days

The government has stated *“the population now has much stronger protection against COVID-19 than at any other point in the pandemic. This means we can begin to manage the virus like other respiratory infections, thanks to the success of the vaccination programme and access to antivirals, alongside natural immunity and increased scientific and public understanding about how to manage risk”*.

CNTC will continue to ask parents to drop off and collect children from the entrances they have been using as this has been a successful measure. Halliday and Glastonbury parents can now enter the building to drop off and collect their children from these rooms.

CNTC would like you to use your own discretion when it comes to wearing a face covering. We do still need to be aware of supporting and protecting those who are vulnerable when inside the building. Ventilation will remain a key practice throughout the setting as will good hygiene practices.

If while attending CNTC a child develops a high temperature parents will be contacted to collect their child and take them home. Once their temperature is no longer high and they are well enough to attend they can return to nursery, following our policy and procedures on managing illness.

As the government have now stated that the virus needs to be managed like other respiratory infections such as coughs, colds, flu and the public health exclusion table has been updated [Exclusion table - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/exclusion-table) CNTC will charge the normal fee rate for all absences following contractual agreements.

If a staff member develops a high temperature (above 38C) during their shift, they will be asked to go home until their temperature is no longer high and they are well enough to return to work. CNTC Absent Management policy will be followed.

Reviewed 1st February 2023

ADMISSIONS POLICY

CNTC aims to ensure that the provision of quality childcare, while providing flexibility for parents, balanced with the effective running of the nurseries, is accessible to all sectors of the community. We aim to ensure that in the admission of children all individuals are given equal concern and treatment. Our admissions policy operates within an equal opportunities framework and is regularly reviewed. We will ensure the information about our setting is accessible in written form to all.

Our waiting list is monitored and reviewed regularly by our Admissions Co-Ordinator.

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.
- Priority will be given to siblings of children already attending the nursery where possible, within the above criteria.

Nursery Sessions are offered as follows:

Full day places	8.00 am to 6.00 pm
Morning places	8.00 am to 1.00 pm
Afternoon places	1.00 pm to 6.00 pm

Initial contracts will be signed for a three-month period from the agreed start date. After this 3-month period if you wish to request a change to your child's standard booked sessions, you must give us at least 1 calendar month's written notice and we will amend your child's standard booked sessions where possible. Full fees will be charged for the notice period. Your child must attend a minimum of 4 sessions (morning session being 1 session and an afternoon session being 1 session) each week. Consideration will be given to a reduction in sessions subject to the requested change being compatible with the efficient running of the nurseries.


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

We will try and accommodate any requests you make for ad hoc additional sessions outside of your child's normal session pattern if reasonable possible and you agree to pay any fees for additional sessions following the agreed fee rate. You must give the Nursery at least 24 hours' advance notice to cancel any additional ad hoc sessions to avoid being charged.

Once a nursery place has been offered and accepted by signing and returning an Offer Letter and Nursery Contract 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 be charged to you.

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

Parents/carers must complete a child detail form and a special dietary needs form/medication form (if relevant) before their child can attend.

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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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 everyday 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 children and encourage parents to be involved in their children's care, learning and education
- 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.

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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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.

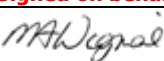
Parents have input into the formulation and review of policies and procedures through an elected Parent Representative.

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.

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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EQUALITY, 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 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, all individuals are given equal concern and treatment.

CNTC aims to treat all children, families 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 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 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 and staff's 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 who attend. We believe that all children, 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 to these entitlements.

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

- Male and Female
- Children for whom English is an additional language (EAL)
- Children with special educational needs
- Children with disabilities

- Children who are gifted and talented
- Others such as: those who are sick; those who are young carers; those who are in families under stress; those who are at risk of disaffection and exclusion

We recognise that children 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 may experience difficulties that 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 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 have personal responsibility for the practical application of this policy, which applies to the treatment of children, families and the public as well as to fellow members of staff.

Michelle Wigmore is CNTC’s named Equality, Inclusion and Diversity Co-ordinator

The role of the Equality, Inclusion and Diversity Co-ordinator is to:

- Monitor and influence practice across CNTC in relation to equality, inclusion and diversity
- Keep up to date with relevant legislation and good practice
- Advise and support staff on matters of equality, inclusion and diversity

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MWigmore</i>	January 2024

CONFIDENTIALITY AND DATA PROTECTION POLICY AND PROCEDURE

CNTC has a strict code of conduct regarding confidentiality and the protection of personal data.

All CNTC staff members are aware that when working at CNTC confidential information may be shared with them concerning children, parents, families, and other staff members. We ensure that 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 CNTC's Safeguarding Children and Young People Policy and Procedures.

Any information shared with the staff team is done so on a strictly 'need to know' basis and treated in confidence.

Legal requirements

CNTC are required to hold sensitive/confidential information about children, parents, families, and the staff members that we employ.

- We follow the legal requirements set out in the Statutory Framework for the Early Years Foundation Stage 2021 and accompanying regulations about the information we must hold about registered children and their families and the staff working at the nursery
- We follow the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR), the Data Protection Act 2018 and the Freedom of Information Act 2000 with regard to the storage of data and access to it
- We are registered with the Information Commissioner's Office. A copy of the certificate can be viewed on the notice board in the main reception area of CNTC
- We have an appointed Data Protection Officer, Lorrissa Phillips, who can be contacted through the main CNTC office

General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance

In order to meet our requirements under GDPR we will also undertake the following:

- We will ensure our terms & conditions, privacy and consent notices are easily accessed/made available in accurate and easy to understand language
- We use data only for the purposes that it was collected for and we will not share or use data for any other purposes
- We ensure that everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations)

All staff members who process or use any personal data are responsible for ensuring that they follow these principles at all times.

We respect the privacy of children, parents and families and protect their personal data by:

- Ensuring our staff induction includes an awareness of the importance of confidentiality and data protection. That information about children and families should not be shared outside of the nursery, other than with relevant professionals who need to know to support that child. If a staff member breaches confidentiality this may result in disciplinary action and, in serious cases, dismissal.
- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected
- Ensuring that all records and documentation relating to children, parents and their families are kept and stored in accordance with minimum legal archiving requirements and CNTC's retention of information policy
- Ensuring that all staff members are aware that this information is confidential and only for use within the nursery and to support the child's best interests with parental permission

- Ensuring staff members are aware that they must not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring that students on placement in the nursery are advised of our confidentiality policy and that they are required to follow and respect it
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality
- If any of this information is requested for whatever reason, the parent's permission will always be sought other than in the circumstances above
- Ensuring that parents have access to files and records of their own child, except when relevant professionals, such as the police or local authority children's social care team, decide this is not in the child's best interest
- Ensuring any concerns/evidence relating to a child's personal safety and safeguarding concerns are kept in a secure, confidential file and are shared with as few people as possible on a 'need-to-know' basis
- Ensuring staff members are aware of and follow our social networking policy in relation to confidentiality
- Ensuring staff members understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child/family or other staff member is handled in a way that ensures confidentiality

CNTC has an open access policy in relation to parents accessing information about the nursery and their child/children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome and encouraged to see and contribute to all the records that we hold on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

Parents are welcome to view the policies and procedures of the nursery.


These may be accessed at any time when the nursery is open by asking a nursery staff member. Policies and procedures can also be viewed on the nursery website.

The nursery manager and/or any other relevant staff members will also be happy to discuss, explain and clarify any areas of the nursery policies and procedures with parents.

We respect the privacy of staff members and protect personal data by:

- Ensuring that all issues and records concerning the employment of staff members remain confidential to the people directly involved with making personnel decisions and administrating personal files only
- Ensuring that all information and records relating to staff members are kept confidentially in a locked cabinet or on the office computers with files that are password protected in line with data protection principles
- Ensuring that all records and documentation relating to staff members are kept and stored in accordance with minimum legal archiving requirements and CNTC's retention of information policy

CNTC has an open access policy in relation to staff members accessing their personal file. Individual staff members may request to see their own personal file at any time. This policy is subject to the laws relating to data protection and document retention. This policy should be read in conjunction with CNTC's Privacy Statement and Retention of Information Policy which are both available on our website.

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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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, 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 on an incident form and parents will be informed about it on the same day. All staff members are provided with clear guidance about the appropriate use of physical restraint.

Victoria Hughes 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

This policy was adopted on January 2023	Signed on behalf of CNTC <i>MA Hughes</i>	Date for review January 2024
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FOOD SAFETY 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 mealtimes are a relaxed, enjoyable experience. Children will be encouraged to develop good eating habits, increase their self-help skills and develop socially. This policy will be used alongside the policies and procedures of Thomas Franks, who manage our onsite catering.

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.

When compiling menus for the children we follow the 'Eat Better, Start Better' guidelines for early years settings, provided by the organisation 'Action for Children', pack and follow guidance published by the Food Standards Agency (FSA), Department of Health & Social Care and Food Safety information for Early Years Providers published by the government, alongside the EYFS Framework. This ensures we 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 shared via email.

Children's individual dietary needs will be discussed with parents, following medical evidence and guidance 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.

CNTC is inspected by Environmental health annually or bi-annually to ensure health and hygiene standards are being met.

When preparing food, staff (Thomas Franks kitchen or general) will observe current legislation regarding food hygiene with appropriate supporting training. Only food/drink prepared in the setting kitchens by Thomas Franks/CNTC staff can be consumed by the children.

CNTC/Thomas Franks is committed to ensuring that safe and healthy practices around the storage, preparation and service of food are maintained by all throughout the setting.

CNTC/Thomas Franks has set high standards of personal hygiene for all members of staff involved in the handling and preparation of food. Any person showing signs of ill health has a duty of care to inform their line manager and will not be permitted to handle food.

CNTC does not use nuts in any of the recipes and meals provided.

Procedures for Food Preparation

Always wear appropriate clothing, footwear and PPE. Avoid wearing jewellery, especially rings, watches and bracelets. Fingernails should be kept short and clean, food handlers, including children should not wear nail varnish as this may contaminate food.

Always wash hands with anti-bacterial soap and hot water before and after handling food, using the toilet or changing nappies.

Any cuts, spots or sores on the hands and arms must be covered completely with a blue waterproof plaster.

Staff are not to be involved in food preparation if unwell

Staff must hold a current Food Hygiene certificate or appropriate training if preparing food for children.

Food allergen checklist must be completed for each meal on all menus and continually checked and reviewed if products/suppliers are changed.

All foods are stored according to safe food handling practises and at the correct temperature in order to prevent the growth and multiplication of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained. Hot food cannot be held for more than 2 hours.

Fridge temperatures are checked and recorded daily to ensure the correct temperature is maintained.

All food preparation areas are thoroughly cleaned each day and on an ongoing basis using an anti-bacterial food safe spray.

All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.

Every week the fridge is thoroughly cleaned and all items in the fridge are checked for freshness, and all food past their use by or best before date are correctly disposed of.

Use clean, disposable cloths only following the colour coding chart, which need to be changed daily.

Ensure the use of the correct colour coded chopping board/knives are used (e.g. red for raw meat etc.)

Ensure all fruit and vegetables are washed before being served and any pips/stones are removed. Hard fruit such as apples and pears need to be softened for babies and also peeled for children under 2yrs. and cut into slices for all children. The **Cutting Food Safely** sheet needs to be followed when preparing fruit and vegetables for children.

All meat and fish must be checked for bones before serving.

Whole seeds must not be given to children.

Cheese must be grated or cut into strips before giving to children.

Children will not be given raisins or popcorn as a snack food.

Marshmallows and/or jelly cubes must **not** be used for messy play activities.

Children must **not** be given any form of hard sweets.

The nursery manager will ensure that appropriate controls are in place to prevent cross contamination and that these controls are documented accordingly.

Serving Food to Children

At CNTC we believe that nutritious food and drink are essential for children's wellbeing and their safety is also paramount. We will ensure that all meals and snacks are nutritious, healthy and balanced and our aim is to meet the dietary and cultural requirements to promote children's

healthy growth and development. Children will always have access to fresh drinking water/milk throughout the day. During meal and snack times, we will always encourage children to gain an understanding of how food and water is an essential part of growing and developing. Staff will not apply undue pressure to children or force them to eat food that they do not want to. Food will not be used as a form of punishment, for example, refusing a child pudding until they have eaten their savoury meal. Staff will act as a positive role model following hygiene procedures for hand washing before eating, mopping up spillages, replace cutlery that has been dropped on the floor. Staff, when possible, will eat with the children to encourage social interaction and provide a good role model. Children will be given sufficient time to eat their meal to ensure that it is a sociable occasion, and all children will be encouraged to try all foods. Children will be encouraged to help with preparation, serving and clearing away at mealtimes, as appropriate to their age and stage of development.

Before a child attends CNTC information must be obtained about any special dietary requirements, intolerances, preferences, and food allergies that the child has, and any special health requirements to ensure we are able to support these appropriately and complete individual care plans and risk assessments where required. Before any changes to a child's diet can be made medical evidence and guidance will need to be provided to support the request and a 'special dietary needs form' must be completed. Children who do not eat foods such as beef/pork or other animal products due to religious/cultural beliefs will not be required to provide evidence. A separate weaning menu is agreed with parents and followed for babies under the age of 1 year. Parents must introduce foods/textures to babies at home before they can be offered at nursery. Any changes to menus i.e. weaning or special dietary needs must be agreed and signed off by the child's parents, nursery manager and chef. The parents will be made aware that, any dietary needs will be displayed in the main kitchen for the kitchen staff to be able to see and in the child's room so all staff working in this room can see. If a suitable menu cannot be devised, then the child's parents may be asked to provide their child's food and drink. Staff members will liaise with parents if they have any concerns about the child's eating habits or diet.

We follow the **traffic light system** when serving food to children. Children who have **allergies** to food will be served their food and drink on/in **red** plates/bowls/cups. The food/drink will be labelled stating the child's full name and what the allergy is, and allergens will be listed following Natasha's Law. Children who have **food intolerances/preferences** will be served their food and drink on/in **yellow** plates/bowls/cups. The food/drink will be labelled stating the child's full name and what the intolerance/preference is, and allergens will be listed following Natasha's Law <https://natashas-law.com/> Children who **do not** have any **allergies, intolerances or preferences** will be served their food and drink on/in **green** plates/bowls/cups. Each child will also have a traffic light colour coded placemat that is used on the table at every meal/snack time. This will have the child's name and photograph on it and clearly state what the allergy, intolerance or preference is.

All food **must** be appropriately covered and labelled by the kitchen staff for children with allergies, intolerances, preferences before it leaves the kitchen. It must state the child's name, and allergens following Natasha's Law and a meal handover form must be completed. The chef manager and the assistant chef must check each other's food preparation/labelling before food leaves the kitchen to ensure errors have not been made. The chef manager/assistant chef must deliver the trolley to the room and complete a full verbal handover to a staff member using the meal handover form. This form must be signed by Thomas Franks and Chiltern staff.

Each room has an appropriate area for children to eat and drink with appropriate equipment such as highchairs and low chairs for children to sit at a table. Staff always sit at the tables with the children to ensure they are adequately supervised whilst eating and drinking.

All staff members must have a full awareness of the children's dietary requirements in their room and refer to the Dietary Requirements chart in the room before giving children food/drinks. The key person must make sure that the coordinator has seen any special dietary needs forms, so all staff are aware.

A member of staff with a Paediatric First Aid certificate must be present at all meal/snack times. A room leader, deputy or nursery manager must carry out regular mealtime observations to ensure all procedures are followed and that the mealtime is a pleasant social experience for all children.

One member of staff will take responsibility for the collection and serving of the meal. If it is necessary to change to another person a full handover will be completed. Children with special dietary needs will be served first. 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. Staff must verbally repeat to a second member of staff in the room the child's special dietary needs and check the food that has been provided with them 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 individual 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 are aware of children's individual dietary needs and the procedures to be followed. All children will be educated about the importance of not sharing food with other children.

Food and Drinks to Avoid

Drinks

Fresh tap water and plain milk will be provided for children to drink. Fruit juice, smoothies, squash, fizzy drinks and flavoured milk, even when diluted, contain lots of sugar and can cause tooth decay, so will not be provided. Diet or reduced-sugar drinks are not recommended for babies and toddlers and for older children these drinks can fill them up, so they are not hungry for healthier food, so these will not be provided.

Dairy alternatives to cow's milk:

- Unsweetened, calcium fortified, plant-based drinks such as soya, oat and almond drinks should be avoided before 12 months, however small amounts can be used in cooking. These drinks can be given from 12 months as part of a healthy balanced diet.
- We would not give children under 5 years rice drinks because of the level of arsenic they contain.

Foods to avoid before around 6 months of age

Ideally babies should be introduced to solid foods from around 6 months of age, and we will work closely with the families to ensure a full weaning process is implemented following the child's needs and developmental readiness. This will start with first foods and move onto a range of blended or mashed foods and then to a wider range of chopped or minced foods.

Some foods which should not be given before the age of 6 months are:

- Cow's milk
- Eggs
- Foods containing wheat or gluten, including wheat, barley and rye – i.e. Bread, pasta
- Nuts, peanuts and peanut products
- Seeds
- Fish and shellfish
- Honey – avoid until 12 months old
- Un boiled water – if a baby is less than 6 months old water will be sterilised by boiling it first and letting it cool. There is no need to do this after 6 months old.

Some foods which should not be given before the age of 12 months are:

- Honey

Some foods which should not be given before the age of 5 years are:

- Nuts, especially peanuts as these may cause a severe allergic reaction. Whole nuts, peanuts and seeds as these pose a choking risk.
- Raw eggs or food containing partially cooked eggs
- Food's high in salt such as sausages, bacon, crackers, crisps,
- Sugar in sugary snacks or by adding sugar to food
- Food's high in saturated fat such as biscuits, crisps
- Fresh pate
- Unpasteurised milk, milk drinks and cheese
- Shark, swordfish and marlin
- Raw shellfish
- Raw jelly cubes as they are a choking hazard
- Foods that are high in starch such as potatoes and bakery goods and have been over cooked due to the risk of acrylamide

Bottle Feeding

All bottle feeds are prepared in the milk kitchen by the Thomas Franks kitchen staff following the risk assessment in place. The under 2's co-ordinator will ensure Thomas Franks have the information required to be able to prepare feeds. All feeds once made are labelled and stored in the appropriate milk fridge.

All CNTC staff must follow the risk assessment and guidelines on storage of milk, heating milk using bottle warmers, testing the temperature of milk before giving to a child, how to safely sit and hold a child to give a feed, how to wash, sterilise and store bottles, teats etc. Babies who require bottle-feeding will be held by a staff member, if possible their key worker, and never left unsupervised.

Weaning

Parents must introduce foods/textures to babies at home before they can be offered at nursery. The parent will be able to share with staff how the child reacted to the change so appropriate support can be given. The staff at CNTC/Thomas Franks will then support the introduction of foods to children ensuring food is prepared correctly following our **food cutting poster** to minimise the risk of choking. Food will be blended or mashed in line with the child's needs and development.

Things to remember when feeding a baby.

- Babies should always sit up while eating and be supervised at all times.
- Do not hurry the child when eating—allow plenty of time for meals.
- Only put a small amount of food on the tray at a time.
- Avoid round, firm foods and large chunks such as whole grapes, apple (see **food cutting poster**)
- Cylindrical foods should be to cut lengthwise. (see **food cutting poster**)
- Avoid stringy foods like string beans and celery.
- Avoid commercial white bread products—they can form pasty globs in your baby's mouth.

- Offer only a few pieces of food at a time.
- Cut meat and poultry across the grain, and into tiny fingertip-sized pieces.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MAWignat</i>	January 2024

REST AND SLEEP POLICY AND PROCEDURES

We aim to ensure that all children have enough rest and sleep to support their development and natural sleeping rhythms in a safe environment. Throughout the nursery day children are given the opportunity to rest and sleep appropriate to their age/stage of development and their individual needs.

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 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 parents 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 is 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

Staff help children to settle to sleep by:

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

The safety of babies' sleeping is paramount. We follow the advice provided by The Cot Death Society and [The Lullaby Trust - Safer sleep for babies, Support for families](#) to minimise the risk of Sudden Infant Death.

We provide a safe sleeping environment by:

- Placing babies on their backs to sleep, if a baby has rolled onto their tummy, we turn them onto their back again, however once a baby can roll from back to front and back again, on their own, they can be left to find their own position
- Never putting children down to sleep with a bottle to self-feed
- Monitoring babies that sleep in cots continuously through linked monitors between the nursery rooms and sleep rooms
- Checking babies in cots at a minimum of 10-minute intervals and recording these checks
- Staff member looking for the rise and fall of baby's chest and if their sleep position has changed
- Monitoring the room temperature and keeping it at the recommended temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots or other suitable sleeping equipment (i.e., pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet
- Not using cot bumpers or cluttering cots with soft toys, although comforters will be given where require

- Keeping all spaces around cots and beds clear from hanging objects i.e., hanging cords, blind cords, drawstring bags
- Ensuring every child is provided with clean bedding
- Transferring any child who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Monitoring older children who do not sleep in cots through staff members being in the room with them at all times
- Having a no smoking policy

Children sleeping in a buggy

We will always try to sleep a child in a cot or on a sleep mattress, however we acknowledge that from time to time a child may need to sleep in a buggy/pushchair. E.g., a child who is finding it hard to adjust to sleeping in a nursery cot or a child who falls asleep in a buggy whilst on a walk. On these occasions the buggy containing the sleeping child will be monitored by a member of staff at all times.

Sleeping twins

We follow the advice from The Lullaby Trust regarding sleeping twins.

We recognise parents' knowledge of their child with regard to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. If children need to be woken from sleep this will be done so in a sensitive manner.

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

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

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MAWignall</i>	January 2024

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' 2018 (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 members are aware of, and familiar with, our whistleblowing policy and procedures
- 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.
- Support children by offering reassurance, comfort, and sensitive interactions
- Build trusting and supportive relationships between staff and families
- Educate children and parents about internet safety (appropriate to their age and stage of development)

- Monitor children's attendance patterns to ensure they are consistent and not a cause for concern. Parents are asked to inform the nursery prior to their children taking holidays and on the same day, if their child is going to be off sick, so the nursery is able to account for a child's absence. If a child has an unexpected period of absence, the parents will be contacted to ensure the child is safe and healthy. Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safeguarded
- Ensure that all staff members 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 to ensure they understand safeguarding policy and procedures and are alert to possible signs and indicators of physical abuse, sexual abuse, emotional abuse, neglect, domestic abuse and violence.
Staff members are also trained to have an awareness of the signs and indicators of child sexual exploitation (CSE), female genital mutilation (FGM) and forced marriage
- Ensure that staff members are aware of the different ways in which children can be harmed
- Ensure the ongoing suitability of staff members 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 behaviour to ensure it is in line with CNTC's 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
- Ensure that all staff members are aware that peer on peer abuse can take place. That this may take the form of bullying, physically hurting another child, emotional abuse, or sexual. Staff members should report this in the same way they report any other suspected case of abuse
- 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 a Lead Designated Person for Safeguarding and a Designated Person for Safeguarding, both of whom receive appropriate training at least every 2 years and update their knowledge on an ongoing basis, and at least annually.

CNTC has 3 Designated People. **Michelle Wigmore** is the **Lead Designated Person for Safeguarding** and **Victoria Hughes** is a **Designated Person for Safeguarding**, **Megan Pattle** is **Deputy Designated Person for Safeguarding**. At least one designated person is always 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 on all matters relating to safeguarding
- Keep up to date with Berkshire West Safeguarding Children Partners Policies and 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 are aware of the possible signs and symptoms of abuse
- Ensure that staff members are aware of the correct procedures to follow in suspected cases of abuse
- Support staff members throughout any suspected cases of abuse

- Liaise with Children's Single Point of Access, 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 abused or is at risk of abuse.

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 or a senior staff member
- 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, (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 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 concerns that the child or young person is being abused or is at risk of abuse or is in need of support, the Designated Person for Safeguarding will, in consultation with the staff members concerned, contact the Children's Single Point of Access team, outlining the concerns and ask for advice, if necessary
- If a referral is necessary, parents will be informed, unless in the opinion of the Designated Person for Safeguarding, it would put the child/young person at further risk
- A referral form will be completed as soon as possible by the Designated Person 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
- If appropriate, with the agreement of the child's parents, a referral will be made to Early Help Services
- 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 a staff member feels their concerns are not being taken seriously, they should discuss this immediately with another Manager/Designated Person. If they still feel their concerns are not being taken seriously, they should contact the Children's Single Point of Access themselves

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.

CNTC is committed to the highest standards of openness, honesty and accountability. We aim to create an environment that enables staff members to raise serious concerns internally without fear of reprisal. We have a Whistleblowing Policy and Procedure to support this (available to parents on request).

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
- A Designated Person for Safeguarding or a senior member of staff will conduct a full investigation following any guidance given by the Local Authority Designated Officer
- 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 is fully committed to meeting its responsibilities under the Safeguarding Vulnerable Groups Act 2006. This 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.

This policy should be read in conjunction with CNTCs Online Safety, Mobile Phone and Electronic Device use Policy and Procedures, as this forms part of our wider Safeguarding Policies and Procedures.

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 2018, the Statutory Framework for the Early Years Foundation Stage (EYFS) 2021, Keeping Children Safe in Education, Statutory Guidance for Schools and Colleges 2019, the General Data Protection Regulation 2018, the Data Protection Act 2018 and all other related legislation. This policy and procedure is in line with the Berkshire West Safeguarding Children Partners Policies and Procedures.

Contact Details

Children's Single Point of Access (CSPOA) and MASH

Tel: 0118 9373641 (9am to 5pm, Monday to Friday)

Out of Hours Emergency Duty Service: 01344 786543

Email: cspoa@brighterfuturesforchildren.org

Children's Single Point of Access referral forms can be completed securely via

www.reading.gov.uk/childrensreferralform


Reading Borough Designated Officer for Safeguarding (LADO): 0118 937 3555 Email:

lado@brighterfuturesforchildren.org

Thames Valley Police: Non-emergency number 101 or 999 for emergency situations only

OFSTED: 0300 123 1231

Government Helpline for Extremist Concerns: 020 730 7264

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023		January 2024

ONLINE SAFETY, MOBILE PHONE AND ELECTRONIC DEVICE USE POLICY AND PROCEDURES

CNTC is aware of the growth of internet use and the advantages this can bring. We are also aware of the dangers of this and strive to support children, families and staff members in using the internet safely. We recognise that the internet can be a useful tool to support a child's learning and development. However, it also gives abusers a massive opportunity to access children. It is therefore very important that we keep children safe when we and they are online.

We recognise the important part that the appropriate use of mobile phones and electronic devices play in the nursery today. This policy refers to all mobile phones and electronic devices that can take pictures, record videos, send or receive calls, including video calls, and messages. This includes cameras, mobile telephones, tablets and any recording devices including smartwatches and/or smart fitness trackers etc. These are referred to throughout the policy as devices. More and more devices are technically capable of connecting us to the outside world. We will therefore adapt this policy (as necessary) to ensure it covers all devices as and when they are introduced/developed.

Keeping Children Safe in Education 2021 states:

"The breadth of issues classified within online safety is considerable, but can be categorised into three areas of risk:

- Content: being exposed to illegal, inappropriate or harmful material.
- Contact: being subjected to harmful online interaction with other users; and
- Conduct: personal online behaviour that increases the likelihood of, or causes, harm."

Michelle Wigmore, Head and Designated Safeguarding Lead, is ultimately responsible for online safety concerns. All concerns need to be raised as soon as possible with her, or in her absence, with Victoria Hughes, Nursery Manager and Designated Person for Safeguarding, via the main office.

We ensure that:

- All staff members know how to report a problem and when to escalate a concern, including the process for external referral if needed.
- All concerns are logged, assessed and actioned upon using the Nursery Safeguarding Policy and Procedure
- Regularly reminding all staff members of the whistleblowing policy if they observe others not following these procedures

Within the nursery we aim to keep children safe online by:

- Providing staff members with guidance about safe use of the internet and technology with children
- Expecting staff members to use every opportunity to talk to and educate children and parents about the safe use of the internet
- Ensuring children are always supervised when using the internet
- Monitoring children's screen time to ensure they remain safe online and only have access to material that promotes their development. We will ensure that their screen time is within an acceptable level and is integrated within their programme of learning
- Ensuring we have appropriate antivirus and anti-spyware software on all devices and update them regularly
- Ensuring content blockers and filters are in place on all devices to restrict access to inappropriate sites and materials on all devices
- Monitoring internet activities in the nursery to keep the nursery safe online
- Regularly checking all nursery devices to ensure that internet use is appropriate, and that emails and text messages (where applicable) have not been sent from the devices
- Ensuring that all devices are password protected

- Keeping passwords safe and secure, not sharing with others and regularly changing passwords
- Locking away all nursery mobile devices at the end of the day
- Ensuring no social media or messaging apps are installed on nursery devices
- Ensuring that any apps/games downloaded onto nursery devices are approved by the nursery manager to ensure they are age appropriate for the children and safeguard the children and staff members
- Using only approved CNTC devices to access the internet/record/photo in the nursery
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk)
- Integrating online safety into nursery daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online

Staff members

- All electronic communications between staff and parents must be professional and take place via the official nursery communication channels, e.g., work emails and phone numbers. This is to protect staff members, children and parents
- Staff members are not permitted to use/wear personal devices, such as tablets/phones/smartwatches and/or smart fitness trackers etc., during working hours
- Personal devices must only be used by staff members on a designated break, in designated areas
- Personal devices must always be stored safely in staff lockers during the hours of their working day
- Passwords/passcodes for nursery devices must not be shared or written down
- During outings, staff members must only take with them phones/devices belonging to the nursery and agreed by their manager
- Nursery devices must not be taken home by staff members and must remain secure whilst in the setting when not in use
- Staff members must only use the nursery devices for matters relating to the nursery, the children and their education and care. Personal use will not be tolerated on any mobile devices
- Limited personal use may be agreed by a manager on non-mobile devices, not based in rooms used by children
- Under no circumstances should any member of staff, either at work or in any other place, make, deliberately download, possess, or distribute material they know to be illegal, for example child sexual abuse material.
- Extreme care must be taken by all staff members 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.
- If any staff members come across any disturbing or obscene material involving children (child abuse images), they must report it immediately to the Designated Lead for Safeguarding, who will support them in reporting sites to the Internet Watch Foundation www.iwf.org.uk
- Inappropriate use of the Internet and e-mail by a staff member would be deemed to be a disciplinary matter and will be treated as such. '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 either at home or in work
 - 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 license

Parents' and visitors'

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone by parents and visitors, the following procedure is in place to ensure the safety and protection of all children and that time for dropping off and picking up is a quality handover opportunity where we can share details about your child with you:

- Parents and visitors are kindly asked to refrain from using their mobile phones/devices whilst in the nursery or when collecting or dropping off their children
- If parents/visitors need to use a mobile phone/device in an emergency, please ask a member of staff and they will take you to a designated area, so you can do so safely
- If parents/visitors are seen to be using their phone/devices inside the nursery premises they will be politely asked to finish the call or take the call outside
- Parents are requested not to allow their child to wear or bring in devices that may take photographs or record videos or voices. This includes toys, smart watches, smart fitness trackers etc. with these capabilities. This ensures all children are safeguarded and protects their property as it may get damaged or misplaced at the nursery.

Social Media Use

Social media is becoming a large part of the world we live in and as such we need to make sure we protect our children by having procedures in place for its safe use. CNTC uses Facebook and Twitter to share information with Parents and others, and to share activities that the children have accessed in nursery.

The nursery is aware of the need to manage our digital reputation, including the appropriateness of information and content that we post online, both professionally and personally. This is continually monitored by CNTC's Head, who will report any concerns immediately to the Designated Lead for Safeguarding.

In order to safeguard children, we:

- Ensure all children in the photographs or posts have the correct permissions in place from their parents
- Not allow others to post on our Facebook page, i.e., only management can post on the page, only parents/family/carers who have been invited to join the group can view and comment on the posts
- Monitor comments on all posts and address any concerns immediately

Staff members use of social media

We require our staff to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery staff, parents and children.

When using social networking sites such as Facebook, Twitter or Instagram staff members:

- Must not make comments relating to their work or post pictures in work uniform
- Must not send private messages to any parents/family members
- If a parent asks questions relating to work via social networking sites, then staff members should reply asking them to come into the setting or contact the manager
- Must ensure any posts reflect their professional role in the community (e.g., no inappropriate social event photos or inappropriate comments i.e., foul language)
- Must report any concerning comments or questions from parents to the Manager/ Designated Safeguarding Lead
- Must not post anything that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- The use of social networking is not permitted on any CNTC devices
- The sharing of sensitive information on social network sites would breach confidentiality, questions a staff member's commitment to safeguarding or brings CNTC into disrepute.

- If any of the above points are not followed this would be considered to be a disciplinary offense and will be treated as such, whether this is whilst the staff member is at work or outside of work

Parents and visitors' use of social media

We promote the safety and welfare of all staff members and children and therefore ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook, Instagram and Twitter. We ask all parents and visitors to follow this policy to ensure that information about children, images and information does not fall into the wrong hands.

We ask parents not to:

- Send friend requests to any member of the nursery staff team
- Screen shot or share any posts or pictures from the nursery on social media platforms (these may contain other children in the pictures)
- Post any photographs or videos to social media that have been supplied by the nursery with other children in them (e.g., photographs and videos from an activity or special events in the nursery)

Parents should share any concerns regarding inappropriate use of social media with Michelle Wigmore, Head and Designated Safeguarding Lead, via the main office.

Photographs and Video Recordings

CNTC recognises that photography/video recording can play a useful and important part in children's care, development and education. Staff members and children are encouraged to take photographs/recordings 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 display purposes and to record children's development and learning.

In addition, photographs and videos may from time to time also be used for promotional materials such as our prospectus, the CNTC website, newspaper and media articles.

We understand the importance of having clear policies and procedures in place in order to safeguard children and to ensuring that photographs and videos are only used for the purposes intended and with the full and informed consent of parents.

In order to achieve this, we:

- Ensure that any photographs/recordings of children are only done so with the prior written permission from each child's parent
- Obtain this permission when each child is registered, and we update it on a regular basis to ensure that this permission still stands.
- Ask for individual permissions for photographs and video recordings for a range of purposes
- Share photos with parents in a secure manner
- Ensure only nursery devices are used to take photographs/recordings of children
- Ensure staff members are aware that they must not take photographs/videos on personal devices
- Ensure that the nursery manager regularly monitors all photographs and recordings to ensure that the parents' wishes are met, and children are safeguarded.
- Regularly deleting unwanted photographs/videos recorded from nursery devices
- Parents and children are not permitted to use any recording device or camera (including those on mobile phones or smartwatches) on the nursery premises without the prior consent of the manager
- During special events parents are informed that photographs may be taken and are given the opportunity to withdraw their child from the event
- We ensure that parents understand that where their child is also in another child's photograph, but not as the primary person, that may be used in another child's learning journey
- If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning

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

- Written parental consent will be obtained for the purposes outlined above. Parents will have the right to refuse permission for all or some of the purposes. 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 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 must store them in the lockers provided
- Staff members and visitors are not permitted to take photographs or videos of children for their personal use
- Photographs and video recordings will only be taken, processed, and printed on equipment supplied by CNTC
- Photographs and videos of children will be kept secure at all times
- All devices are password protected
- All portable devices are locked away when not in use
- Photographs and videos are stored on computers, laptops, and tablets for as short a time as possible and are then deleted as soon as is reasonably practicable
- Parents and relatives may take photographs and videos of nursery special events. 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

Electronic Management and Recording Keeping System

CNTC uses an online electronic management and record keeping system. This system is provided by Connect Childcare.

The following measures have been put in place to ensure that this is used in a safe and appropriate way and that the personal data of children, parents and staff members are protected:

- CNTC ensures that, as far as is reasonably practical, Connect Childcare have safe and appropriate measures in place to protect the data of children, parents and staff members
- CNTC ensures that Connect’s policies and procedures are in line with CNTC’s confidentiality and data protection policies and procedures and privacy notice
- Individual permissions are set, which allows each staff member to only access information that is required for their job role
- All staff members are trained to use the Connect systems, as appropriate to their job role
- All computers and portable devices are password protected
- All staff members have personal passwords and login details
- The individual use by all staff members can be, and is, monitored by Senior Managers
- Procedures are in place to ensure that staff members are only able to access Connect and iConnect on CNTC devices, within their working hours

This policy is in line with CNTC’s Safeguarding Children and Young People Policy and Procedures and Confidentially and Data Protection Policy and Procedures.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MWignall</i>	January 2024

WHISTLE BLOWING POLICY AND PROCEDURE

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

CNTC is committed to the highest standards of openness, honesty and accountability. We aim to create an environment that enables staff members to raise serious concerns internally without fear of reprisal.

Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25th June 2013 there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

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

Is being, has been, or is likely to be, committed

All CNTC staff members have a right and a duty to raise concerns about all or any of the above.

Qualifying disclosures made before 25 June 2013 must have been made 'in good faith' but when disclosed, did not necessarily have to have been made 'in the public interest.' Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in the public interest. This is essential when assessing a disclosure made by an individual.

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

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

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

How to raise a concern

- If this information relates to a safeguarding issue, then CNTC's Safeguarding Children and Young People Policy and Procedures should be followed
- As a first step, you should normally raise concerns with your immediate manager or their manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is thought to be involved in the malpractice. For example, if you believe that management is involved, or if you feel that you have not received a satisfactory response to your concern, you should approach the CNTC Head or subsequently the Chair of Trustees in writing via the main CNTC office.
- Concerns may be made verbally or in writing to your manager or the above people. You should set out the background and history of the concern, giving names, dates and places

- where possible and the reason why you are particularly concerned about the situation. The earlier you express your concern the easier it is for someone to take action
- Although you are not expected to prove the truth of an allegation, you will need to demonstrate to the person that you contacted that there are sufficient grounds for your concern
 - Advice and guidance on how matters of concern may be pursued can be obtained from your line manager
 - Because of the difficulty of raising a concern you may ask a colleague to accompany you to meet with your manager
 - Those who may not be in a formal line management relationship because of their employment status, e.g., agency staff, contractors etc., should discuss their concerns with a relevant colleague or manager within the service

How CNTC will respond

The action taken by CNTC will depend on the nature of the concern. The matters raised may be followed up in one of the following ways:

- Be investigated internally by management (it must be emphasised that no one who is the subject of a complaint or concern will be involved in the handling of it), internal audit or through disciplinary procedures.
- Be referred to the Chair of Trustees
- Form the subject of an independent enquiry
- Be referred to the police
- Be referred to Children’s Social Care (in cases of safeguarding concerns)

In order to protect individuals at CNTC, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.


Concerns or allegations which fall within the scope of specific procedures, (for example, safeguarding children or discrimination issues) will normally be referred for consideration under those procedures. Some concerns may be resolved by agreed action between the manager, individual and those whose actions had caused concern. If urgent action is required, this will be taken before any investigation is conducted.

Receipt of your concern will be acknowledged immediately and within five working days of the concern being received CNTC will write to you as follows: indicating how the matter will be dealt with, giving an estimate of how long it will take to provide a final response, tell you whether any initial enquiries have been made, supply you with information on staff support mechanisms, and tell you whether further investigations will take place, and if not, why not.

The amount of contact between the people considering the issues and you will depend on the nature of the matters raised, the potential difficulties involved, and the clarity of the information provided. If necessary, further information will be sought from you as part of the investigation process.

When any meeting is arranged, you have the right, if you so wish, to be accompanied by a trade union representative or a person of your choice who is not involved in the area of work to which the concern relates. CNTC will take steps to minimise any difficulties which you may experience as a result of raising a concern. For example, if you are required to give evidence in criminal or disciplinary proceedings CNTC will advise you about the procedure.

CNTC accepts that you need to be assured that the matter has been properly addressed. Subject to legal constraints you will receive information about the outcomes of any investigations and the action that is to be taken against those whose actions caused you concern, including, if appropriate, what changes are to be made to monitor procedures to ensure that a similar concern is not raised in the future.

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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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 does 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 whom 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 applicant, 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 that 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.

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, health and safety procedures and all other CNTC policies and 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 personal circumstances that may affect their suitability to work with children (staff suitability status will also be checked through an annual 'staff suitability questionnaire'). This may include, but is not limited to, police records/convictions, health, medication, Children's Social Care involvement with their own child/children. Staff members 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.

All staff members have an appraisal and ongoing supervision meetings. These meetings provide staff members and managers with 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 volunteers will follow the same recruitment and ongoing support processes as staff members.

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

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 and will not be permitted to undertake personal care routines with the children. No person under the age of seventeen will be allowed unsupervised access to children.

Providing References

It is the policy of CNTC, in line with safe recruitment good practice, to provide references for staff and past students that 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) 2021 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 and guidance, Working Together to Safeguard Children 2018 and Keeping Children Safe in Education 2021.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MWignall</i>	January 2024

SPECIAL EDUCATIONAL NEEDS AND DISABILITY POLICY AND PROCEDURES

CNTC recognises 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 welcome everyone to our nursery and use a 'whole setting approach' to support children with SEND.

Inclusion pledge

- We have high aspirations for all children and are committed to improving outcomes with a clear vision for the education and welfare of children with SEND
- We comply with the Equality Act (2010), making reasonable adjustments to ensure equal access for all
- Our well-trained staff have a clear understanding of children's individual needs; they choose and plan activities and experiences for the children based on these
- We have a commitment to regular and supportive two-way communication with parents and carers so we can work together to achieve the best possible outcomes for all children
- We support all children to communicate their views, feelings and wishes, and we listen to and act on these
- We use comprehensive assessment and tracking to support children's progress, and aim to identify any additional needs as early as possible
- We put additional support in place when it is needed, and make timely referrals to support services if required

CNTC is committed to providing appropriate and high-quality care and education to all the children who attend. We believe that all children, 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 to these entitlements. (Following our Equality Inclusion and Diversity Policy).

We recognise that children learn and develop at different rates and that there are many factors affecting achievement, including ability, emotional development, age and maturity. We believe that all children may experience difficulties that 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 to achieve his or her full potential. (Following our Equality Inclusion and Diversity Policy).

The SEND Code of Practice 2015 (p.15-16) defines the term Special Education Needs and Disability as

"a child of compulsory school age or young person for whom special educational provision is made for him or her because he or she:

- has a significantly greater difficulty in learning than the majority of others of the same age, or
- has a disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age."

For those children who are below compulsory school age, the SEND Code of Practice 2015 (p.16) defines special educational needs as 'when he or she is likely to fall within the definition above when they reach compulsory school age or would do so if special educational provision was not made for them.'

In order to achieve this, we will:

- Have regard for the DfES Special Educational Needs and Disability Code of Practice 0 – 25 years (2015)
- Comply fully with the safeguarding and welfare and the learning and development requirements of the Early Years Foundation Stage Framework (EYFS) 2021

- Appoint a Special Educational Needs and Disabilities Co-ordinator (SENCO) to co-ordinate provision throughout the nurseries
- 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 all of those working with the child consider their strengths, weaknesses and consequent needs and take into account the views of the child appropriate to their level of understanding
- Work in partnership with parents to identify their child's needs and to establish any support needed
- Ensure that all children have access to a broad range of activities and experiences, irrespective of their special educational needs and/or disabilities
- Provide appropriate opportunities for the development of every child's self-esteem and encourage full integration into the setting
- Explore all opportunities to provide additional resources to match the individual needs of children
- Observe children, in conjunction with parents/carers, to assess the effectiveness of the provision made for the child and act accordingly within an appropriate timescale
- 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, graduated and co-ordinated approach for provision of the child's needs, the review of individual support plans, education, health and care plans and the use of early intervention panel if appropriate
- Develop areas of knowledge and specialism within the staff team and 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 Deputies in the first instance. If they remain unhappy, they should contact the Nursery Special Educational Needs and Disabilities Co-ordinator (SENCO). If they remain unhappy following this, they should follow the Nursery complaints procedure, as detailed in this booklet.

Victoria Hughes is the Special Educational Needs and Disabilities Coordinator (SENCO) for the Nursery

Qualifications: BA Hons Early Years and Early Years Professional Status
 NCFE CACHE Level 3 Award for Special Educational Needs Coordinators in Early Years Settings
 NCFE CACHE Level 4 Unit Coordinate Special Educational Needs Provision
 SENCO Qualifications: 05/06/2022

The role of the SENCO as outlined on the DfE Website

1. Ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN

The Early Years SENCO will:

- work with the manager of the setting to regularly review the SEN and disability policy and practice within the setting and agree how it will be implemented.
- be responsible for the day-to-day operation of the setting's SEN policy, and for coordinating provision across setting.
- implement SEN support and the graduated approach of: assess, plan, do, review to meet the outcomes identified for the child
- support individual practitioners in implementing the approach for individual children.
- meet the requirements for record-keeping in a way that supports a participative decision-making process.

- draw on a range of sources, including the views of the child, supported by reliable evidence of effectiveness, to inform their advice and support to colleagues on different approaches to improving children's progress.

2. Advising and supporting colleagues

The Early Years SENCO will:

- support practitioners to assess their skills and competencies, identify any gaps and implement next steps in professional development.
- ensure all practitioners in the setting understand:
 - their responsibilities to children with SEN
 - how to work actively and effectively within the Assess Plan Do Review SEN support in Early Years cycle.
 - the setting's approach to identifying and meeting SEN
 - how the setting: responds to any cause for concern and identifies and responds to special educational needs.
 - how the setting works in partnership with parents to identify a child as having SEN.
 - how the practitioner and the SENCO agree, in consultation with the parent and the child, the outcomes they are seeking for the child.
- identify and use training and other sources of support available to help explain the duties to colleagues.
- link with others who have a role in supporting the development and delivery of training both for individual settings and on a wider basis.

3. Ensuring parents are closely involved throughout and that their insights inform action taken by the setting.

The Early Years SENCO will:

- make sure parents receive the information, advice and support that they need in order to participate in the SEN decision-making process.
- ensure parents are closely involved throughout and that their insights inform action taken by the setting.
- involve parents in the discussion of any early concerns, in identifying any SEN, and agreeing:
 - the outcomes being sought for the child
 - the interventions and support to be put in place
 - the expected impact on progress, development, behaviour
 - date for review

4. Liaising with professionals or agencies beyond the setting

The Early Years SENCO will:

- understand the local offer, including the provision that the Local Authority expects to be available from providers of all relevant early years education.
- understand the support available including:
 - education
 - health and social care services for disabled children and children with SEN
 - services assisting providers to support young children with medical conditions
 - childcare for disabled children and children with SEN
 - services providing parents and children with information, advice and support on SEN and disability
 - support groups who can support parent carers of disabled children.
- link with the local authority to liaise over individual children and links on wider strategic issues such as securing sufficient expertise and experience on SEN and disability locally

- understand how funding supports settings in meeting children’s SEN and disability.
- liaise with professionals or agencies beyond the setting, including, but not limited to:
 - SEN support or learning support services including ‘local offer’
 - sensory support services or specialist teachers
 - therapies such as speech and language therapy, occupational therapy and physiotherapy.
 - support available to parents to aid their child’s development at home, including such services as Portage
 - Independent Advice and Support Services (IASS)
 - Local voluntary agencies that provide support to children and their families
 - Social Care Services
 - Area SENCO, Inclusion Officer, or equivalent where available.

5. Continually develop own practice

Effective practitioners reflect on their own practice and undertake continuous professional development. The Early Years SENCO will:

- understand:
 - own responsibilities to children with SEN, their carers/parents
 - the setting’s approach to identifying and meeting SEN
 - how to determine reliability of evidence of the effectiveness of provision
- assess own skills and competencies, identify any gaps and next steps in professional development.
- identify and use training and other sources of support to address own development needs.
- keep up-to-date with meeting the setting’s needs.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1047245/The_Role_of_the_Early_Years_SENCO.pdf

Procedure

CNTC SEND Processes

ASSESS

As part of the nursery's approach to tracking and monitoring children's progress and working with parents, a concern is raised about a child's learning and development.

CNTC Initial Expression of concern form completed by the key person and staff team with input from parents to share their views of the child's development and anything which may be having an effect on the child within and beyond the setting.

Information continuing to be gathered about the child, from the child and their parents.

Parents

Information shared with parents and gathered from parents throughout with regular ongoing two-way discussions

PLAN

Key person shares the **CNTC Initial Expression of concern form** with the SENCO.

During the discussion **CNTC SEND Graduated Approach Plan** will be completed by SENCO and Key person,

A plan will be created of next steps, adjustments, and strategies to be implemented. This plan shared with parents.

DO

The Agreed plan of next steps, adjustments and strategies is implemented by the key person and staff team to support the child.

Ongoing observations, assessments and tracking continue as well as regular contact and involvement with the child's parents to share observations, concerns, and progress made.

REVIEW

Plan reviewed with SENCO
Has the child made the expected progress?

Yes

Continue to plan for the child, using the information gathered using universal tools and approaches for assessment, monitoring and reviewing progress.

No

ASSESS AND PLAN

Discuss with the parents and agree any action to be taken in nursery and beyond.

Includes involving the SENCO, seeking external advice from specialists, training for staff, using Local Authority support processes.

Further plan created and implemented.

Child moves from universal provision to targeted provision or specialist provision.

DO

Implement the plan for a specified and appropriate length of time.
Review date agreed.

Admission Arrangements for children with SEND

We understand the importance of children with special educational needs and disabilities having access to mainstream settings and, whilst we have some physical constraints 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.

When a child with special educational needs and or disabilities is admitted to the nursery, the key person and SENCO 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.

Process for initiating an Early Help Assessment

An early help assessment is where a lead practitioner (such as a GP, family support worker, school nurse, teacher, health visitor, and/or special educational needs co-ordinator) makes an assessment of the child's needs. It can only happen with the consent of the child (if they are able to give consent) and their parent or carer.

Transfer arrangements for children with SEND

When a child with special educational needs and or disabilities leaves the nursery, with consent of the parents/carers, the transfer of SEND records and the sharing of information will take place with the new setting and relevant professionals and external agencies.

The SENCO will work closely with the child's parents and the new setting to ensure smooth transition for the child in line with our Transition, Continuity and Inter-Agency Working Policy.

This policy works in conjunction with CNTC's Equality, Inclusion and Diversity Policy and Transition, Continuity and Inter-Agency Working Policy

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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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 into 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
- 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's start date

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 Deputy or and the new Nursery Deputy. 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.
- The Deputy will send a Welcome email with additional information about the child's new room including a Welcome Booklet with photos, Parent's Information 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 Deputy 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 resigning 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 Deputy 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 welcomed 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.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MAWignall</i>	January 2024

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 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 Deputy 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 Nursery Manager.

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

This policy was adopted on January 2023	Signed on behalf of CNTC <i>MAWignall</i>	Date for review January 2024
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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 Chiltern Nursery & Training College (CNTC) Management team are committed to promoting the health and safety of all children, staff members and visitors to CNTC.

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

- Staff members 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
- Staff members 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 workplace
- The monitoring of activities is undertaken to maintain agreed standards

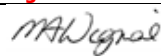
It is the duty of all staff members:

- 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 CNTC's 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 and amended and updated as necessary. Communication of any changes will be made to staff members
- Effective procedures are in place for consultation and communication on health and safety matters
- Detailed reference information can be obtained via CNTC managers

CNTC follows all relevant legislation and associated guidance relating to health and safety including: the requirements of the Statutory Framework for the Early Years Foundation Stage 2021. The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control of Substances Hazardous to Health Regulation (COSHH) etc. Any guidance provided by Public Health England, the Local Health Authority, the Local Authority Environmental Health department. Fire Authority and the Health and Safety Executive.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023		January 2024

HEALTH AND SAFETY PROCEDURES

CNTC is committed to promoting the health and safety of all children, staff members 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 staff 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 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 members will complete an outing information form and a risk assessment checklist.
- A full list of staff members 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 staff members will accompany the children on off-site trips, at least one must be qualified and at least one 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
- Adult/child ratios will be appropriate to the age of the children and the relevant legal requirement
- 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:

CNTC is committed to promoting the health and safety of all children, staff members 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
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- 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 staff members will accompany the children on off-site trips, at least one must be qualified and at least one 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
- Adult/child ratios will be appropriate to the age of the children and the relevant legal requirement
- 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 members will not allow children to go with any person who is not authorised to collect them
- Staff members will not allow children to be collected by anyone who is under the age of 16
- Staff members 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:

- The nursery will promote immunisation programmes for both children and adults by displaying posters and publications, involvement in NHS initiatives and discussion with parents and staff members during induction.
- In order to prevent the spread of infection all staff members will follow a high standard of hygiene procedures, these include regular hand washing, the use of disposal gloves and disposable aprons (PPE) 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 preventing the spread of infection in schools and childcare facilities and on the notification, management and 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 etc. Additional hygiene procedures are put in place and additional cleaning is undertaken

Intimate care procedures

All children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance. Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, and giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first aid treatment, which must be carried out by a qualified first aider.

We aim to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently.

We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, for example, first aid training and specialist medical support
- Ensuring children are afforded privacy during intimate care routines whilst balancing this with the need to safeguard children and staff
- No nappies will be changed, or intimate routines will take place behind closed doors
- Ensuring that all new staff members are fully aware of nursery procedures relating to intimate care routines

- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education. This is essential for intimate care routines, which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding/child protection policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery
- Conducting working practice observations on all aspects of nursery practice to ensure that our procedures are working and that all children are supported fully by staff members. This includes intimate care routines

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

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 receive full instructions on these procedures during their induction
- These procedures are regularly practiced by adults 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 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, the main car park will be used as the evacuation point for all children and adults and vice versa
- In the event that the nursery is 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

Procedure for treating bites

The nursery follows the guidance provided by Public Health England on infection control in schools and other childcare facilities and the NHS regarding the treatment of bites. If a child bites another child, the following procedure will be followed:

If a bite does not break the skin:

- Clean the wound thoroughly with water and record on an accident form

If a bite breaks the skin:

- Irrigate the wound thoroughly with large quantities of water
- Treat for bleeding if necessary
- Pat the wound dry and cover with a sterile low adherent dressing
- Inform their parents immediately and advise them to seek medical advice (on the same day as the bite has occurred) in order to prevent infection, as they may need antibiotics to prevent infection
- Record on an accident form and note that you have advised parents to seek further medical treatment
- If a staff member/adult is bitten the same procedure should be followed and medical advice should be sought, if appropriate
- Inform the Deputies or Nursery Manager

This procedure will be used in conjunction with the nursery behaviour management policy. All staff members are provided with clear guidance about supporting children who have been bitten and children who bite.

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
- Animal bites will be treated in the same way as human bites, as per NHS guidance

Illness procedures

- The nursery follows Public Health England guidelines on infection control in schools and other childcare facilities 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

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Temperatures/Fevers

What is a high temperature?

According to the NHS – [High temperature \(fever\) in children - NHS \(www.nhs.uk\)](https://www.nhs.uk)

A normal temperature in babies and children is about 36.4C, but this can vary slightly from child to child.

A high temperature is 38C or more.

A high temperature is the body's natural response to fighting infections like coughs and colds.

Many things can cause a high temperature in children, from common childhood illnesses like chickenpox and tonsillitis, to vaccinations.

- If a child does exhibit symptoms such as a temperature of 37.8C or above, the nursery will seek permission via telephone before administering any non-prescription medication. The staff member will inform a Deputy of the situation and ring the parent or, if the parent cannot be contacted, the 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 a child's temperature is over 38C, parents will be asked to collect their child.** This continues to be the guidance for Living with Covid. [New guidance sets out how to live safely with COVID-19 - GOV.UK \(www.gov.uk\)](https://www.gov.uk) However, if a child is displaying signs of teething or has recently received immunisations, the nursery will be able to administer a dose of a paracetamol suspension with parental permission. If a child remains well in themselves and they are able to cope with the nursery day, they can remain at nursery. If, however, after a dose of a paracetamol suspension, the temperature continues to rise or they are unable to cope with the day, we will contact parents and ask them to collect their child.
- At all times, we will keep parents informed of their child's condition, signs, and symptoms.
- If a child has a slight temperature (37.5-37.8) 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 Deputy 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 their child to be given Paracetamol suspension (calpol) 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

Supporting children with medical needs policy

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. We will gain as much information from parents about their child's individual medical needs as possible. An individual risk assessment or care plan will be completed if necessary or appropriate. All medication must be stored appropriately in a medication fridge or a locked medication cabinet and following the manufacturers guidelines. We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

Medication prescribed by a doctor, nurse, pharmacist or dentist

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

- Prescription medicine will only be given to the person named on the bottle for the dosage stated
- Medicines must be in their original containers
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- 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
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different
 3. Parents must notify us **IMMEDIATELY** if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from the doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery; and the staff member must record this information on the medication form. When the child is collected the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times.
- At the time of administering the medicine, a L3 qualified senior member of staff with appropriate first aid training will wash their hands before administering the medication
- Ensure that a drink is available for the child as some medications can irritate the mouth/throat
- 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 to ensure that they match
- 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
- Will ask the child to take the medicine or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)
- If the child refuses to take the appropriate medication then a note will be made on the form
- If the child refuses the medication they will be encouraged, but never forced to take it. Under no circumstances will staff attempt to put medication in the child's food or drink. Parents will be informed if the child refuses to take medication.
- If a child misses their medication due to being asleep, the medication will be given later, if appropriate. Parents will be informed of this.
- Where medication is essential or may have side effects, discussion with the parent will take place to establish the appropriate response.

A second member of staff 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

Non-prescription medication

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will not administer calpol AND ibuprofen to a child during the course of a day, we will administer one OR the other
- The nursery will only administer non-prescribed medication for a short initial period, (for example Calpol will not be administered more than 3 days in a row) dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child does exhibit symptoms such as a temperature of 37.8C or above the nursery will seek permission via telephone before administering any non-prescription medication. The staff member will inform a Deputy of the situation and ring the parent or, if the parent cannot be contacted, the 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 a child's temperature is over 38C, parents will be asked to collect their child.**
- The nursery will always seek permission via telephone before administering any non-prescription medication. The staff member will inform a Deputy of the situation and ring the parent or, if the parent cannot be contacted, the 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 such as calpol 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 temperature does not go down the Deputy will make an assessment of the situation and seek medical advice, if necessary
- In all of the above circumstance's 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. Medication will be checked regularly to ensure that it is in date.

- For any non-prescription cream for skin conditions e.g. Epiderm, Metanium, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name
- If any child is brought to nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at nursery, together with the times and dosage given.

Medication errors

Very rarely mistakes can happen. In most cases, whether it is a missed dose, or a medicine given in error there will be no harm done. However, we believe that it is very important to be open and honest if an error has occurred.

- The Head/Nursery Manager will be informed immediately
- Parents will be contacted immediately, and the error explained to them
- When a dose has been given in error, it is important the child is monitored for any reactions and medical advice sought if there are concerns. It is important to inform the parent/carer as this may happen after the child leaves the nursery
- In the case of a missed dose, the dose may be given later, if appropriate. It is very important that the parents are informed of this, so they know when to give their child the next dose of medication
- The Head/Nursery Manager will fully investigate all medication errors and put in preventative actions to ensure future errors do not occur

Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or too unwell to meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy. If any staff member believes that their condition including any condition caused by taking medication is affecting their ability they must inform the nursery manager and seek medical advice.

If staff members need to bring medication to the nursery with them the following procedures for the safe storage of that medication will be followed:

- Staff medication that does not need to be refrigerated will be stored in the locked cupboard designated specifically for this purpose or in the staff member’s locker, in the staff area, if they do not need direct access to it during the day
- Medication that needs to be refrigerated will be stored in the locked medication fridge designated specifically for that purpose
- Staff members must ensure that any medication that they bring on to the premises is clearly labelled with their name and securely stored out of reach of children, at all times
- If the medication is required to be accessed in an emergency, such as an asthma inhaler, this should be easily accessible but out of reach of children. It must not be kept in the first aid box.

First Aid Boxes

First Aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981. No medical items such as creams or tablets should be stored in the First Aid boxes. First Aid boxes should be visible and accessible to staff members but not children. First Aid boxes will be checked and restocked every month.

Storage

All medication for children/staff must have the child/staff member’s name clearly written on the original container and be kept in an accessible medication storage box with a copy of the child/staff member’s care plan. This storage box must not be accessible to children at any time. Emergency medication such as inhalers and epipens will be within easy reach of staff in case of an immediate need but will remain out of children’s reach and under supervision at all times.

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023	<i>MWignall</i>	January 2024

MISSING OR LOST CHILD PROCEDURES

CNTC are required 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:

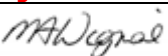
- Staff members will immediately undertake a thorough search of the nursery and the immediate vicinity
- The Nursery Deputy will be notified, and staff members will be called from other areas of CNTC to help with the search
- If, following a thorough search of the nursery and immediate vicinity, the 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 Deputy 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

This policy was adopted on	Signed on behalf of CNTC	Date for review
January 2023		January 2024

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 Single Point of Access; Tel: 0118 9373641 (9 am to 5 pm Monday to Friday) or the Out of Hours Emergency Duty Service: 01344 786543 outside of these hours for advice

This policy was adopted on January 2023	Signed on behalf of CNTC 	Date for review January 2024
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ADVERSE WEATHER POLICY

Our aim is to always keep the nursery open. In the event of an adverse weather forecast we will keep our plans under constant review.

We will only close the nursery when:

- It is deemed too hazardous for children, parents/carers and staff to travel to the nursery
- Access to the nursery/CNTC site is deemed too hazardous
- Health and Safety on the site cannot be maintained at an acceptable level
- There is a risk of children and staff being stranded on site

A risk assessment will be carried out to ensure the safety of all. The final decision on whether to open or close the nursery will be taken by the Head and the Senior Management Team.

Snow/ice may limit access to the nursery but if the children and staff are able to get in then we will make every effort to stay open to receive them.

Staff are expected to attend for work, as long as it is safe for them to make their way there. Where adverse weather conditions cause staff delays or difficulties in travelling to work, they should take all reasonable steps to make their way to CNTC as soon as they possibly can, taking into account their personal safety. If staff are unable to get into work, they should telephone CNTC at the earliest possible opportunity to explain the situation and agree what to do. Staff should continue to monitor the weather conditions during the day to see if they can attend work later, for example the afternoon.

If staff are unable to travel to work, it is expected that they work from home (planning, preparation, read and research articles to develop practice) and are contactable during their normal working hours.

The condition of the roads and pavements outside the nursery are not our responsibility but that of the Highways Service/Reading Borough Council.

- We will clear the pathways and entrances directly outside the nursery building to ensure access and will call in local staff to assist in this process if necessary.
- We may recommend a staggered or delayed arrival and pick-up to aid safety of all.
- We may open slightly later and close slightly earlier to allow staff who do not live locally time to travel safely if conditions are deemed hazardous or are declining.
- Where possible and if safe we encourage children, parents/carers to walk to nursery.

In the event of worsening weather or similar unforeseen circumstances during the nursery day a decision will be taken by the Head and the Senior Management Team whether the nursery should remain open, taking into account the safety of the children and staff on site. Parents will be contacted by email/phone either at home or work and asked to collect their child. Such an early pick up will only be contemplated in extreme circumstances.

Following the terms and conditions of your nursery contract (11.1 & 11.2) and in such circumstances as extreme weather, we are not required to provide alternative childcare for you. If the closure exceeds 5 days in duration (excluding any days when the nursery would otherwise be closed) we will refund to you the balance of any fees paid for those days that the nursery is closed in excess of 5 days.

Staff who are likely to face difficulties in getting home may have to leave work early, taking into account their personal safety. This decision will be taken in collaboration with the Nursery Manager/Head. Minimum cover arrangements in nursery will be provided by employees who do not have a particularly long or difficult journey home to ensure staffing ratios are maintained for the safety of the children.

In the event of an extreme weather warning, we will make all practicable efforts to advise and update parents/carers via email, and/or the use of connect, as we appreciate that such conditions and the uncertainty places very considerable difficulties upon parents/carers.

This policy was adopted on January 2023	Signed on behalf of CNTC <i>MAWignall</i>	Date for review January 2024
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