

Safeguarding & Promoting Children's Welfare Policy

For Humpty Dumpty's Easton Pre-School



Registered Charity No: 1056309

Humpty Dumpty's Easton Pre-School, St Peters CE Primary Academy, Marlingford Road, Easton, Norwich, Norfolk, NR9 5AD
Ofsted Registration No: EY427363

Section No	Policy	
1.0	Safeguarding Children	
1.1	Safeguarding children and child protection Contact list	3
1.2	Children's rights and entitlement	12
1.3	Confidentiality and client access to records	14
1.4	Whistle Blowing (including managing allegations of abuse against a member of staff)	16
1.5	E-Safety	18
1.6	Information sharing	20
1.7	Collection of children and uncollected child	23
1.8	Missing child	25
1.9	Supervision of children on outings and visits	26
1.10	Maintaining children's safety and security on premises	28
1.11	Making a complaint	30
2.0	Equality of opportunity	
2.1	Valuing diversity and promoting equality	31
2.2	Special educational needs and inclusion	33
2.3	Achieving positive behaviour	37
3.0	Promoting health and hygiene	
3.1	Animals in the setting	40
3.2	Administering Medicines	41
3.3	Managing children with allergies, or who are sick or infectious (including notifiable diseases)	42
3.4	Touch policy	44
3.5	Nappy changing	45
3.6	No-smoking	46
3.7	Food and drink	47
3.8	First Aid	49
4.0	Appendices	
4.1	Lunch Club Guidelines	50
4.2	Provider Record of Complaints	51
4.3	Parental Agreement Form for Setting to Administer Medicine	55
4.4	Recording a disclosure	57
4.5	Supporting a child who wants to make a disclosure	58
4.6	Privacy Notice	59

1.0 Safeguarding Children

1.1 Safeguarding Children and Child Protection

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm.

Child Protection is a part of Safeguarding it is the process of protecting individual children as either suffering, or likely to suffer, significant harm as a result of abuse or neglect. It involves measures and structures designed to prevent and respond to abuse and neglect.

DESIGNATED CHILD PROTECTION OFFICERS:

The following designated staff are in post:

Designated Officer - Denise Banossian
Deputy Designated Officer – Sharon Attewell
Deputy Designated Officer – Kellie Jacks
Committee Member for Safeguarding – Jon Titlow
Designated Officer for Prevent – Denise Banossian
Deputy Designated Officer for Prevent – Bev Crane

1.1.1 Policy Statement

The purpose of our safeguarding policy is to ensure every child, young people* and vulnerable adults at Humpty Dumpty's Easton Pre-School is safe and protected from harm. We recognise that safeguarding against radicalisation and extremism is no different to safeguarding against any other vulnerability in today's society. We will adhere to our Code of Conduct and always work to:

- Protect our children and young people from maltreatment
- Prevent impairment of our children's health or development
- Be alert to any reason for concern in a child's life which includes awareness of extremist views.
- Ensure that our children grow up in circumstances consistent with the provision of safe and effective care
- Have due regard to prevent children and their families being drawn into terrorism and radicalisation
- Undertake that role so as to enable our children to have optimum life chances and enter adulthood successfully
- Be aware of the 'hidden harm' agenda concerning parents with drug and alcohol problems and consider other factors affecting parental capacity and risk, such as social exclusion, domestic violence, radicalisation, mental or physical illness and parent's learning disability.
- Be aware the children's vulnerability is potentially increased when they are privately fostered when we know that a child is being cared for under a private fostering arrangement, we inform our local authority children's social care team.

Our policy gives clear direction to staff, volunteers, students, visitors and parents/carers about: -

- our duty of care to ALL, (i.e. children, students, volunteers, parents, carers, visitors and staff)
- the expected behaviour
- our legal responsibility to safeguard and promote the welfare of ALL at our organisation.

We fully recognise the contribution we can make to protect children from harm and support and promote the welfare of all children. The key elements of our policy are prevention, protection and support and we expect all staff and volunteers to share this commitment.

Our policy applies to all children, volunteers, students, visitors and parents/carers.

*A 'young person' is defined as 16 to 19 years old – in our setting they may be a student, worker, volunteer or parent.

1.1.2 Safeguarding Ethos

We will establish and maintain an ethos where the safeguarding of the children in our care is placed at the centre with their needs and interests put ahead of that of adults. Children will feel secure, are encouraged to talk, are listened to taking account of their wishes and feelings and are safe. Children will be able to talk freely to any member of staff.

All staff, volunteers and regular visitors will, either through training or induction, know how to recognise a disclosure from a child and will know how to manage this. We will not make promises to any child and we will not keep secrets. Every child will know information will be shared, if it is felt by the person they have disclosed information to, that any child is unsafe or at risk.

We will provide activities and opportunities that will equip our children with the skills they need to stay safe, such as through storybooks, scripts and personal, social and emotional circle time discussions.

At all times we will work in partnership and endeavour to establish effective, collaborative working relationships with parents, carers and colleagues from other agencies.

1.1.3 Procedures

(see also Suitable People Policy – Recruitment 1.0)

When new staff, students, volunteers or regular visitors join us they will be informed of the safeguarding arrangements in place. They will be required to sign a Medical declaration form and a disqualification declaration form to ensure they meet the Ofsted requirements and are not exempt from working

in childcare. Any new member to the team will be required to read our Safeguarding Policy (located via our website – www.barfordplaygroup.co.uk, or via the hard copy in place at each of our settings). This also applies to new parents. New members will be informed of who our Designated Child Protection Officers for Safeguarding children are. They will also be shown the recording format for disclosure and whistleblowing and given information on how to complete the forms and who to pass it to.

Every new member of staff, student or volunteer will have an induction and a probation period that will include essential safeguarding information. This process may include some or all of the following: -

- basic safeguarding training via the Safer Programme or NCC training
- how to manage a disclosure from a child (refer to section 4.5 - form available on safeguarding section of the notice board at both settings)
- how to record a disclosure (refer to section 4.4)
- the importance of confidentiality.
- the thresholds of significant harm and how to access services for families, including for those families who are below the threshold for significant harm, according to arrangements published by the NSCB (Norfolk Safeguarding Children Board)
- responsibilities under the General Data Protection Regulation and the Data Protection Act 2018, to ensure that any information they may share about parents and their children with other agencies is shared appropriately and lawfully.

The induction will also remind staff and volunteers of their responsibility to safeguard all children, the consequences of breaching the responsibilities and the remit of the role of the Designated Child Protection Officer. All staff continue their professional development through supervision meetings, mentoring, role modelling and staff meetings (see Suitable People policy section 2)

All parents and carers will be asked to sign to confirm they have seen and read our safeguarding policy. Parents and carers will be informed of our legal duty to assist our colleagues in other agencies with child protection enquiries and what happens should we have cause to make a referral to Children's Services. We have access to a child protection and safeguarding consultation line – Children's Advise and Duty Service (CADS)

Registration documents must be completed at the start of a child's involvement with the organisation, which includes any vital health or otherwise notable information. Parents also sign a consent form which requests permission for photographs to be taken by authorised personnel representing Humpty Dumpty's Easton Pre-school and being: -

- used in their PERSONAL secure online learning journal
- included in other children's learning journals
- used for promotional purposes

1.1.4 Training

Every member of permanent staff will undertake appropriate safeguarding training through the Safer Programme or NCC every three years. Designated Safeguarding Officers are required to complete Lead Safeguarding training (also every three years).

We actively encourage all of our staff to keep up to date with the most recent local and national safeguarding advice and guidance. This can be accessed on www.norfolklscb.org

The Designated Safeguarding Officer should be used as a first point of contact for concerns and queries regarding any safeguarding concern unless the concern involves/relates to them.

Staff meetings regularly include discussions about safeguarding policies and procedures.

1.1.5 Parents/Carers

Humpty Dumpty's Easton Pre-school are committed to working in partnership with parents/carers by making parents aware of policies and procedures with regards to the protection and welfare of children. We achieve this by sharing information through the settings registration pack, induction process, policy documents, weekly e-mails, parents notice board, Ofsted parents poster, duty of care poster and allegations against staff process. This includes expectations about sharing information about medication taken, accidents and injuries that occur at home/out of setting. Parents/carers must also inform the setting if their child is to be absent. This information should be passed before or on the day of absence (any unexplained absences will be followed up by the setting). This information will be recorded and logged on individual child safeguarding log forms. Parents will be made aware of the forms used for child protection concerns and referrals, a copy of these are kept on the safeguarding section of the notice board.

Practitioners identifying emerging problems will need to share information with the safeguarding lead professional to assess the potential need for early help to meet needs for individual children and families. Such as through the Family Support Process (FSP).

1.1.6 Records and Monitoring

If there is a concern about the welfare or safety of any child or adult in our organisation we will record the concern on the agreed report form and give this to the Designated Child Protection Officer. If a disclosure should come directly from a child, this will be recorded immediately by the member of staff

who heard the disclosure, they must then report to the Designated Child Protection Officer who will record it. Refer to appendices 4.4 and 4.5 for more information on responding to and recording a disclosure.

Any information recorded, including the original notes made (ie written on scrap paper), will be kept in a separate named file, in a secure cabinet and not with the child's file. These files will be the responsibility of the Designated Child Protection Officer and information will only be shared within the organisation on a need to know basis for the protection of the child.

Any safeguarding information will be kept in the file and will be added to if necessary. Copies of referrals will be stored in the file.

Reports of a concern to the Designated Child Protection Officer must be made in writing and signed and dated by the person raising the concern.

1.1.7 Roles and Responsibilities

Chairperson:

- The Chairperson and Secretary ensures the whole committee (including themselves) are Disclosure and Barring Service (DBS) checked and that they complete an Ofsted required EY2 form immediately following election on to the committee

Committee:

- Allocate a designated member for the role of Child Protection and ensure training for the role is achieved.

Committee Designated Officer:

- Will ensure that safer recruitment practices are followed in line with our recruitment policy 1.0, (Suitable People Policy (section 2) and statutory requirements.

Manager:

- Will ensure all staff, volunteers, students and regular visitors have received a thorough induction. The induction will include reading the settings Safeguarding policy and understanding the procedures to follow relating to child protection.
- Ensure all staff, volunteers and students are DBS checked
- Ensure all appropriate staff have or receive current Child Protection /Safeguarding training

Designated Child Protection Officer (see 1.1):

- will ensure that our safeguarding policy is in place and is reviewed annually
- will liaise with Children's Services and other agencies where necessary, and make referrals to the Children's Advise and Duty Service (CADS) or the Local Authority Designated Officer (LADO).

All members involved at Humpty Dumpty's Easton Pre-school:

- will record in writing any concern for a child's safety or welfare and ensure this is given to the Designated Child Protection Officer (see Records and Monitoring 1.1.6)

The content of our policy has been written following training and guidance with the Norfolk Safeguarding Children Board (NSCB) - Safer Programme and the Early Years Foundation Stage Statutory guidance (2017 updated 2018)

We undertake to remedy without delay any weakness in regard to our safeguarding arrangements that is brought to our attention.

1.1.8 What is Abuse and Neglect?

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, by failing to act to prevent harm or by inflicting extremist views. Children may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger for example, via the internet. They may be abused by an adult or adults, or by a child or children.

1.1.9 Physical abuse

Physical abuse may involve hitting (an imprint of a hand on a child's body is a reportable action), shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Female Genital Mutilation (FGM) is illegal in the United Kingdom under the FGM Act 2003. It is a form of child abuse and violence against women and girls. FGM comprises of procedures involving partial or total removal of the external female genitalia for non-medical reasons.

1.1.10 Emotional abuse

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

1.1.11 Sexual abuse

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

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

1.1.12 Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment);
 - protect a child from physical and emotional harm or danger;
 - ensure adequate supervision (including the use of inadequate care-givers);
- or

- ensure access to appropriate medical care or treatment.

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

1.1.13 Radicalisation

Radicalisation happens when a person's thinking and behaviour changes significantly. Differing from how most of the members of their society and community view social issues and participate politically. Children may be exposed and vulnerable to extremist views.

1.1.14 OTHER RELEVANT POLICIES

To underpin the values and ethos of our organisation and our intent to ensure the children in our care are appropriately safeguarded, the following policies are also included under our safeguarding umbrella;

- Behaviour Management (see 2.3)
- Whistleblowing (see 1.4)
- Confidentiality (see 1.3)
- Complaints (see 1.11)
- First aid (3.8)
- Administering of medicines (3.2)
- E-Safety (see 1.5)
- Recruitment (Suitable People 1.0)
- Health and Safety (see Suitable Premises, Environment & Equipment Policy for procedures related to risk assessment, fire safety/evacuation and food hygiene)

1.1.15 Key Legislation and Guidance

- Working together to Safeguard Children 2018
- What to do if you're worried a child is being abused (2015)
- Norfolk Safeguarding Children Board (NSCB) guidance
- Development Matters in the Early Years Foundation Stage (2012)
- Early Years Foundation Stage Statutory Guidance (2017 updated 2018)
- Safeguarding in Early Years & Childcare (2012 (original version)) Norfolk County Council
- Children Act 1989, Children Act 2004, Childcare Act 2006
- The Prevent Duty (2015)
- Counter-Terrorism and Security Act (2015)
- General Data Protection Regulations (EU) 2016/679
- The Data Protection Act 2018

This policy has been written in accordance with the Norfolk Safeguarding Children Board (NSCB) guidance and the Early Years Foundation Stage requirements.

USEFUL CONTACTS

Children’s Advise and Duty Service (CADS) – Consultation hotline (switchboard)
03448008021

Norfolk Constabulary (Wymondham Police Station) 01953 424242/101
(call 999 in an emergency)

Local Authority Designated Officers Team (LADO) 01603 223473

Norfolk Safeguarding Children Board (NSCB) 01603 223409

South Norfolk Help Hub (for professionals) 01508 533933

NSPCC 08088005000

Childline 0800 1111

Policies and Procedures – see www.norfolkscb.org

This ‘Safeguarding Children’ policy was reviewed and signed off at a meeting of Humpty Dumpty’s Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.2 Children's Rights and Entitlements – Policy Statement

We promote children's right to be strong, resilient and listened to by:

- creating an environment in our setting that encourages children to develop a positive self-image. This includes their heritage arising from colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.
- encouraging children to develop their own individuality and independence.
- enabling children to have the self-confidence and vocabulary to resist inappropriate approaches

We help children to do this by promoting the Fundamental British Values of:

- **Democracy:** making decisions together for example giving opportunities to develop enquiring minds in an atmosphere where questions are valued.
- **Rule of law:** understanding rules matter as sighted in personal, social and emotional development for example collaborating with children to create boundaries and codes of behaviour.
- **Individual liberty:** freedom for all, for example reflecting on their differences and understanding we are free to have different opinions.
- **Mutual respect and tolerance:** treat others as you want to be treated for example sharing and respecting other's opinions.

We help children to learn how to establish and sustain satisfying relationships within their families, peers and with other adults.

We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

What we feel it means to promote children's rights and entitlements to be 'strong, resilient and listened to'

To be **strong** means to be:

- safe and valued as individuals in their families and relationships beyond the family, such as pre-school/playgroup
- self assured and have a positive sense of themselves – this includes all aspects of their identity and heritage
- included equally and belong in the early years settings and in community life
- confident at their own pace in all aspects of their learning and development
- to be part of a peer group in which to learn to negotiate and develop social skills, as well as learning to respect the rights of others from a variety of backgrounds and beliefs

- secure in their relationships where they are loved and cared for, by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on

To be **resilient** means to:

- be sure of their self worth and dignity
- to be able to be assertive and state their needs effectively
- to be able to try hard to overcome difficulties and problems
- be positive in their outlook on life
- be able to cope with challenge and change
- have a sense of justice towards themselves and others
- develop a sense of responsibility towards others
- be happy to share in key decision making processes

To be **listened to** means that children should expect that:

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas
- adults who are close to children are able to tune into their verbal, sign and body language in order to understand and interpret what is being expressed and communicated
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate
- adults respect children's rights and make it possible for children to participate in imaginative and child centred activities in all aspects of their day

This Children's Rights and Entitlements policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.3 Confidentiality and Client Access to Records

The nature of our work brings us into contact with confidential information on a regular basis.

We want you to feel comfortable about sharing any such information with us, and confident that we will treat it appropriately, with respect and discretion. To ensure this happens we have the following protocols in place to support confidentiality:

- You will have access to your child's files and records but you will not have access to information about any other child.
- Your child will not be discussed with anyone else, other than for the purposes of curriculum planning/group management, where discussions may take place between staff members only. Permission is sought, from parents/carers, to share information with the follow on setting (i.e. other early years settings and main stream schools) regarding the child's needs and development at transition times.
- Any information you give us may be shared appropriately with other staff members only.
- Issues to do with the employment of staff, whether paid or unpaid, will remain confidential to those people who need to know and are directly involved with making personnel decisions, excepting in the case of child protection/safeguarding issues.
- Any anxieties/evidence we have relating to a child's personal safety will be kept in a secure file and will not be shared within the group except with authorised personnel such as those holding a lead safeguarding role. If necessary information and records may be shared with outside agencies in order to protect children.
- We will ensure any students on recognised courses observing in the Pre-school are aware of our confidentiality policy and respect it.
- If you help out in the setting as a parent/carer helper, at a stay and play session or as a volunteer, we will require you to observe our confidentiality policy. This means anything that occurs at the setting particularly any issues or incidents regarding the children must never be discussed outside the setting. If you have any concerns you must discuss them with the manager or leading childcare practitioner (LCP) on duty. It is the role of the manager, LCP or key person on duty to inform relevant parents of issues or incidents relating to their child.
- We operate according to the requirements of the General Data Protection Regulations (EU) 2016/679 and The Data Protection Act 2018 and we are registered with the Information Commissioner's Office (ICO).

Please see our Privacy Statement appendix 4.6

The safety and wellbeing of your child is the principal commitment of our staff.

See also 'Safeguarding Children and Child Protection' and Documentation policies.

This Confidentiality and Client Access to Records policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.4 Whistle Blowing

DESIGNATED CHILD PROTECTION OFFICERS:

The following designated staff are in post:

Designated Officer – Denise Banossian
Deputy Designated Officer – Sharon Attewell
Deputy Designated Officer – Kellie Jacks
Committee Member for Safeguarding – Jon Titlow
Designated Officer for Prevent – Denise Banossian
Deputy Designated Officer for Prevent – Bev Crane

At Humpty Dumpty's Easton Pre-school we recognise the needs of children are paramount.

There may be times when adults are concerned about the behaviour of their colleagues, for example in relation to the way they are managing children's behaviour or if they witness any fraud, misconduct or wrongdoing by colleagues or people engaged in the business of the pre-school. Our settings maintain a culture where adults are enabled and encouraged to share any concerns, knowing they will be taken seriously, treated sensitively and confidentially. We acknowledge that whistle blowing may worry/concern adults, **but it is a requirement of your role to do so.** Whistle blowing is separate to a grievance procedure (see Suitable People policy 2.5)

Self-reporting - staff/adults should talk to managers where they are concerned about their own health/personal problems that might be impacting on their work with children, or that their actions may have been misinterpreted.

All adults who come into contact with the children in our care have a duty of care to safeguard and promote their welfare. There is a legal duty placed upon us to ensure all adults who work with or on behalf of the children in our care are competent, confident and safe to do so. They can follow whistle-blowing and child protection referral procedures. Whistle blowing report forms can be found on the Safeguarding notice board at Humpty Dumpty's Easton Pre-school.

Our aim is to provide a safe and supportive environment which secures the well being and very best outcomes for children in our care. We do recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

Allegations sometimes arise from a differing understanding of the same event, but when they occur they are distressing and difficult for all concerned. We also recognise that some allegations are genuine and there are some adults who deliberately seek to harm or abuse children.

We will take all possible steps to safeguard children in our care and to ensure that the adults in our organisation are safe to work with children. We will always

ensure that the Norfolk Safeguarding Children's Board protocol '*Allegations Against Staff, Carers and Volunteers*' is adhered to.

All adults who come into contact with children will be made aware of the steps that will be taken if an allegation is made. We will seek appropriate advice from the Local Authority Designated Officer (LADO). LADO can be contacted via email LADO@norfolk.gov.uk as per the procedure at www.norfolklscb.org in the first instance or 01603 224473.

Staff will not investigate these matters. We will seek and work with the advice that is provided. Should an allegation be made against the Designated Child Protection Officer or Deputy, this will be reported by the staff member or volunteer raising the concern who will liaise with the LADO.

A referral will be made to the Disclosure and Barring Service (DBS) 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.

Ofsted will be informed within 14 days of any allegation that has been made.

This Whistle Blowing policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.5 E-Safety

Photography and videos

Written consent

As part of our practice we regularly use recording equipment. Informed written consent is always obtained from parent/carers (in the case of looked after children (LAC) this should be from the child's social worker), making it clear what the photograph/video will be used for, such as Learning Journals or publicity. We remain aware of how the children may feel about being photographed and therefore to avoid any discomfort to the child we will cease using equipment if felt necessary. Under no circumstances will mobile phones be used to take images.

Storage of images

The setting's Androids/tablets will be used to record images of children's activities and achievements. These will be labelled to show 'for use by the setting only' and will be stored confidentially in locked cupboards when not in use. Any images on the setting's laptop (including memory sticks) are secured by password access only, and deleted after use. Images recorded on Tapestry (secure online learning journal) are accessed by staff and parents using a secure email link and individual password system.

Use of images for publicity

From time to time we may wish to use images to promote our provision, for example in marketing material such as leaflets or on our website. Before using any image for this purpose, we will obtain written consent from the relevant parents/carers. We will not use any image without this consent.

Indecent images

It is never appropriate for adults to take photographs of children in a work setting for their personal use. There are no circumstances that will justify adults possessing indecent images of children.

Use of social media sites

We expect high standards of professionalism from everyone working at and involved with our setting and this is reflected in our code of conduct. We take our duty of care to our families extremely seriously, and trust and confidentiality are a fundamental part of this. It is never acceptable for confidential information to be discussed outside our setting, and this extends to the use of social media sites. It is never appropriate for adults to name or otherwise identify any child or family that they work with on a social networking site and it is never appropriate to post pictures of, or to discuss or comment on, a child or family they work with.

We encourage parents to respect and consider each other's feelings about photography and videos (for example at end of term/Christmas party) and not to publish them on facebook or other social media sites. We have to respect parents/carers wishes and as such if a parent/carer opts out of their child

being photographed or filmed, media equipment will be prohibited at such events.

Mobile phones

Setting mobile phones are clearly marked and never used in areas where children are most vulnerable and sensitive (never in toilets and bathrooms). Personal mobile phones and cameras (or similar devices) must be kept in the designated box which is kept in the office. Staff are able to use their mobile phones during their lunch breaks, in the office with the office door closed. Emergency calls can be received via the land line.

This E-Safety policy was reviewed and signed off at a meeting of and Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.6 Information Sharing

We aim to ensure all staff, and committee members, who have access to any personal data held by or on behalf of Humpty Dumpty's Easton Pre-school are fully aware of and abide by their duties and responsibilities.

This policy is taken in conjunction with the Confidentiality and client access to records policy and Whistle Blowing policy - see Safeguarding & Promoting Children's Welfare Policy, 1.3 & 1.4.

We recognise parents have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances, and reasons, when we are obliged to share information.

We are obliged to share confidential information without authorisation from the person who provided it or to whom it relates if it is in the public interest.

That is when:

- it is to prevent a crime from being committed or intervene where one may have been, or to prevent harm to a child or adult; or
- not sharing it could be worse than the outcome of having shared it.

The decision to share information, or not, is not made as an individual, but with the support of other professionals in a multi-agency approach. Critical decision making criteria are:

- Where there is *evidence* that the child is suffering, or is at risk of suffering, significant harm.
 - Where there *is reasonable cause to believe* that a child may be suffering, or at risk of suffering, significant harm.
 - To *prevent* significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime.
- The General Data Protection Regulations (EU) 2016/679 and The Data Protection Act 2018 exists to help protect people's personal data. It aims to ensure people know where their data is held, what it is used for and who it is shared with. It covers all data held about an individual in computerised and manual files. Personal data is any information about an individual from which the individual can be identified eg name address, date of birth, photograph etc. Personal data also includes any written opinions about the individual.

There are 6 principles concerning data handling. Data should be:

1. Lawful, fair and transparent
2. Limited as to purpose – specified, legitimate and explicit
3. Minimalisation – adequate, relevant and limited to what is necessary
4. Accurate and where necessary kept up to date and archived when appropriate
5. Stored in a form which permits identification of the subject for no longer than necessary

6. Integrity and confidentiality – data kept secure against unlawful processing, accidental loss, destruction or damage

All prospective Parents/Carers are given a copy of our Privacy Statement when they make their initial enquiry to our Administrator and must confirm that they have read this. At induction parents starting their child are again directed to the Privacy Policy and sign the Permission Form to say they have read this. See Privacy Notice appendix 4.6

Children and Parents/Carers

Personal information about you and your child:

Purposes - we obtain personal information from you, prior to your child starting at the setting, such as names, addresses, dates of birth, contact details. This data is obtained, stored and processed to assist in the effective and efficient running of Pre-school and your child's welfare. It is collected via registration documents, birth certificates, photographs, medical forms and funding forms.

Sharing personal information – you and your child's personal information will not be passed onto anyone outside the setting without your explicit consent, unless there is a legal duty of disclosure under other legislation such as Child Protection. In this case the Committee Chairperson will be consulted.

Access - only Pre-school Staff will have access to your and your child's personal information (this will not include any data relating to child protection) All Staff and Committee Members are aware of the Data Protection policy and their obligation not to disclose personal information to anyone who is not authorised to have it.

Request for records – you have the right to see the information we hold about you and your child. This is known as the right of Subject Access. In certain circumstances applications must be made in writing (includes email) to obtain the information we hold. A Subject Access Request (SAR) must be responded to within 40 calendar days.

Accuracy and Longevity - we will take reasonable steps to keep personal information up to date and accurate. Personal information will be stored for as long as your child is with us and longer when it is deemed appropriate. See Record keeping 1.0 & 2.0, Documentation Policy, for full details.

Storage - personal information is kept on computer systems and in paper based systems. Every effort is made to ensure that paper based information is stored in organised and secure systems (it is held in locked cupboards). Any paperwork related to Child Protection is locked away in a separate filing cabinet and is only accessible by the Manager.

Staff

Purposes - Humpty Dumpty's Easton Pre-school obtain personal information such as names, addresses, phone numbers and, email addresses from: application forms, references and any other required or relevant documents, from Staff, volunteers and Committee Members. This information is processed for the effective and efficient running of Playgroup to fulfill its aim, as well as to assess the suitability of an applicant for a specified role

Access - Personal contact details of Staff and Committee Members are only made available to other Staff or Committee Members. Any other

information supplied is kept securely.

Contact details for Staff or Committee Members will not be included in published documents without their consent. This is with the exception of specific instances where for designated roles it is necessary for contact details to be made available (for example if a parent wished to contact the Chairperson).

Personal information relating to Staff or Committee Members will not be passed onto anyone outside the settings without their explicit consent.

Request for records – members of Staff and Committee Members have the right to see the information held about them. This is known as the right of subject access as stated above. In certain circumstances applications must be made in writing (includes email) to obtain the information we hold. A subject access request must be responded to within 40 days.

Accuracy and Longevity - we will take reasonable steps to keep personal information up to date and accurate. Personal information will be stored for as long as the individual is involved with the settings and longer when it is deemed appropriate. Staff files can be destroyed 7 years after a staff member leaves the setting. See Record keeping 1.0 & 2.0, Documentation Policy, for full details. The Committee Chairperson has the ultimate responsibility for destroying personnel files.

Storage - personal information is kept on computer systems and in paper based systems. Every effort is made to ensure that paper based information is stored in organised and secure systems.

When data is no longer necessary to be retained, paper documents are shredded or incinerated and electronic documents are purged.

This Information Sharing policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.7 Collection of Children and Uncollected Child

At the end of each session your child is released back into Parental Responsibility by being marked out in the register as you exit. Who has Parental responsibility is confirmed with us at registration stage when you complete your registration form.

In addition, your child's 'All About Me' form and registration document gives us details of a shortlist of people ('emergency contacts') who have your permission to collect your child if necessary and who we can release your child to if you are unavailable. Therefore it is essential we have a completed All About Me form before your child starts at the setting.

In ordinary circumstances staff can only release a child to those people who have Parental Responsibility* or to one of the named individuals listed as 'emergency contacts' on the registration form.

We expect you to collect your child at the usual time. If this does not happen we will assume an emergency has caused the delay and will instigate our procedure, unless you contact us to let us know you are delayed or have advised us of alternative arrangements.

Persistent lateness without a genuine reason could result in your child losing his or her place at our setting. Lateness impacts not only on your child, but also the other children and staff and is unacceptable.

Procedure for non collection of child

The staff member in charge will:

- Call the child's parents on contact numbers provided. If no one is available they will:
- Call the child's emergency contact numbers. If no one is available they will after 45 minutes:
- Call the Children's Advise and Duty Service (CADS) and request an assessment for a Carers Emergency Plan 03448008021

At all times two members of staff will be present and the child will remain at the setting until they are instructed by Children's Services.

In the event that due to an emergency no parent or emergency contact is available to collect a child, this procedure will be followed:

- A parent must contact us and explain the reason why no-one named on the Registration Form can collect the child
- We will ask for the name of the person who will collect the child, their relationship to the child, and a password that they will be given
- Ideally the person collecting the child will have identification with them

- On arrival to collect the child the person will be asked for identification and will have to tell us the chosen password in order for the child to be released

If at anytime there is any doubt over the authenticity of the collection the staff will contact the emergency numbers given on the registration form to verify the circumstances.

* (Parental Responsibility is defined by the children act 1989 as all the rights, duties, powers, responsibilities and duties of parents in relation to a child and his/her property. Married parents and the unmarried mother of a child automatically have parental responsibility. When parents divorce or separate, both will retain parental responsibility. Other persons may acquire parental responsibility in a variety of ways and therefore share it with parents. An unmarried father may acquire parental responsibility by means of a prescribed formal agreement with the mother (via a solicitor) or through a court order (for children born 1.12.03 onwards the Law changed allowing unmarried fathers to get equal parental responsibility if the parents register the birth of their baby together). All persons with parental responsibility must be treated equally by schools and the LEA unless court orders exist limiting individual's exercise of their parental responsibility. All those with parental responsibility will be eligible to vote in elections and receive school reports. They will also be eligible to be invited to parents meetings and open evenings

This Collection of Child and Uncollected Child policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2012

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.8 Missing Child

If your child goes missing while in our care the person in charge will:

- Organise a search of the premises/area without causing undue panic amongst other children
- Immediately contact and inform you
- Extend the search to the surrounding area should your child not be found
- Contact the police to conduct a full search if your child still remains missing
- Maintain correct adult:child ratios at all times during this process by calling in appropriate persons (we have arrangements in place with Easton Primary Academy for emergency cover should this ever become necessary).
- Complete a thorough review of security procedures after the event
- Inform all relevant parties of findings, implications and outcomes of review including Ofsted (Ofsted must be informed within 14 days of the event)

This Missing Child policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.9 Supervising children on outings and visits

We believe that appropriate outings help bring the curriculum to life for the children, give opportunities for deeper learning across all developmental areas, help them gain an awareness of the wider world and also provide additional opportunities for social interaction between parents/carers, children and staff.

We will let you know about arrangements for any visits or trips in advance and will take the following steps to ensure they are well organised and that your child stays safe (please note that you will usually be required to accompany your child, if this is not the case we will let you know):

- We will give you full details of the trip prior to it taking place, including date, time, time of departure and time expected back
- These details will also tell you how the outing and its plan of activities fits with the overall curriculum plan and activities used to prepare your child for the outing or visit
- We will get your written consent for your child to come along
- On the consent form we will ask you to confirm who will be accompanying your child (this person will be responsible for them while they are on the outing or visit)
- On the day (if unaccompanied by parents/carers), we will carry with us emergency contact numbers for all the children, our first aid kit, accident recording equipment, spare clothing and plastic bags
- A fully charged mobile phone will be carried by a member of staff at all times
- We will provide the required adult to child ratio on all trips
- Before any new visit takes place a full Risk Assessment will be carried out. If the outing has been organised by an outside agency such as, the Pre-school Learning Alliance we will use the risk assessment produced by them if we are satisfied with its content. Risk assessments involve thoroughly checking the venue for potential hazards, recording the findings and identifying ways of reducing the risk. The completed Risk Assessment will be at the setting, prior to the visit taking place. For regular, repeated visits (such as walking round the local playing field or visiting the local school) we complete a written risk assessment once, which holds true for each trip (unless there is a material change in circumstances) and then reviewed on an annual basis.
- All our staff are trained in first aid, however on outings and visits there will always be one staff member who is designated as the first aider and will be named on the risk assessment as being responsible for first aid on the day.

We expect parents/carers to transport their children to and from an outing and if you are accompanying your child on a trip, you will need to use your own

transport with valid car insurance. Checking whether the car your child is travelling in has appropriate insurance cover is your responsibility.

We are confident these measures will keep everybody safe, but in the event of your child getting lost on an outing or visit you should immediately notify a staff member who will contact the manager of the venue.

This Supervising Children on Outings and Visits policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.10 Maintaining safety and security on the premises

The safety of all is of paramount importance to us. We take all reasonable steps to ensure staff and children in our care are not exposed to risks. To ensure the Safety of both children and adults we will adhere to the following controls:

Supervision of children

- All registered children are supervised by adults at all times
- We always meet and usually exceed the following adult: child ratios:
 - 1:4 for 2 year olds
 - 1:8 for 3 year olds and above
- A member of staff will be on the door at the beginning and end of each session and children will be marked as they arrive and leave and a time recorded if they arrive/leave outside of the usual session times. All exit points are kept secure at all times during the session.
- During 'freeflow' play (where children may choose freely to move between indoor and outdoor play) at least one member of staff will be posted in the outdoor space.
- A register of adults, visitors and children (including arrival and departure times) is taken so that a complete record of all those present is available in any emergency during the session
- Children will leave the group only with a known authorised adult (see 1.7)
- Activities such as cooking, woodwork and energetic play receive close and constant supervision
- If a small group goes out, such as into the woods or onto the playing field there will be sufficient adults to maintain appropriate ratios for children remaining on the premises and within the outing party
- We ensure all staff employed (including volunteers) and committee members have been checked for criminal records by an enhanced disclosure from the Disclosure and Barring Service. Staff complete declaration forms annually.
- Hot liquids and hot food will not be taken into any areas accessible to children. Refer to Suitable Premises Policy 1.2.3

Premises and Space

Health and Safety checks are completed daily, both indoors and outdoors, before the session begins and throughout the day when necessary. These are dated and initialised.

Checks include ensuring that:

- All entrance/exit gates are secured by locks or bolts, main entrances are secured by a combination security code which includes an intercom system

- The premises are checked for any hazards before locking up at the end of the session
- All windows are secured at the end of the day
- Whenever children are on the premises at least two staff members are present.
- The layout and space ratios allow children and adults to move safely and freely between activities, to minimise hazards
- Fire doors are never obstructed
- Outdoor space is securely fenced and checked daily for hazards or damage. Outdoor resources are checked daily.
- A full risk assessment and fire risk assessment is carried out annually at each setting by the Manager and a trustee of the committee (Fire Safety Law 2006)
- Smoke alarms are checked by St.Peter's Primary Academy School
- All sockets are switched off at the end of the day except for those that need to remain on such as the fridge.

Intruders

The pre-school will seek to ensure that no unauthorised person can gain access to the setting. Any person not immediately connected with the settings will be asked the reason for their visit before being given access to the building. If the manager/leading childcare practitioner (LCP) is satisfied the visitor is genuine she will allow entrance and follow the usual procedure (see above and e-safety 1.5).

If the visitor is not felt to be genuine, support from another member of staff will be sort before the visitor is denied access to the building. The invacuation procedure will be followed for any children and staff in the outside area (see Suitable premises, environment and equipment policy 1.4) and if deemed necessary a phone call to the police will be made. All staff will be primarily involved in ensuring the safety of the children. An incident report will be written and logged and Ofsted informed within 14 days.

This Maintaining Children's Safety and Security on the Premises policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

1.11 Making a complaint

Our Complaints Policy is issued to all families as part of the registration process. It is also available via our website (www.barfordplaygroup.co.uk), on our parents board or upon request.

We believe most complaints are made constructively and can be resolved at an early stage. We also believe that it is in everyone's best interest that complaints are taken seriously, dealt with fairly and in a way which respects confidentiality.

If you are unhappy with any aspect of our provision you can raise this verbally or in writing with any member of staff. Your feedback will be referred in the first instance to the Manager. We will issue a written acknowledgement within 2 days of receiving a written (including via email) complaint.

If the Manager cannot satisfactorily resolve your issue within 14 days or if the problem recurs, they will make the Chairperson of our management committee aware (in writing) and register a formal complaint by completing a 'provider complaints record' (see Appendix 4.2). We will then investigate your complaint and provide you with a written response (in writing or by email) within 28 days.

If you are not happy with our findings and the actions we have taken to resolve your complaint, you can contact OFSTED on 0300 123 1231. They have a duty to ensure laid down requirements are adhered to and they work closely with the Local Authority to encourage high standards.

The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and Pre-school would be informed and the designated fieldworker would work with the relevant OFSTED department to ensure a proper investigation of the complaint followed by appropriate action.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Sharon Attewell (Administrator).

This Making a Complaint policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

2.0 Equality of Opportunity

2.1 Valuing diversity and Promoting Equality

(See also Admissions, Employment, Children's Rights and Special Needs policies)

At Humpty Dumpty's Easton Pre-school we value diversity and promote equality in the following ways:

- We have designated a member of staff with specific responsibility for overseeing our approach to this policy at each setting. Currently, this is Bev Crane.
- We believe no child, individual or family should be excluded from our settings or activities on the basis of race, age, gender, sexuality, class, family status, means, ability, colour, ethnic origin, culture, religion or belief.
- We aim to ensure all who wish to work in, or volunteer to help at our settings have an equal chance to do so
- Any racist or sexist attitudes or remarks will be challenged and discussed
- We aim to appoint the best person for any vacancy and treat all applicants fairly (see our Recruitment Policy)
- We seek to promote equality of opportunity and to eliminate discrimination as defined under the terms of the The Equality Act 2010 (updated 2015) this includes Race Relations Act, Equal Pay Act, Sex Discrimination Act, Age Legislation and the Disability Discrimination Act, in all our employment procedures and practices
- We are committed to on-going learning and development for everyone involved in the work we undertake and will offer support with any learning difficulties
- All training opportunities will be available to all members of staff and we will encourage them to do relevant courses to benefit themselves and the playgroup and pre-school.
- Members of staff are encouraged to share in confidence any concerns or worries they may have with the Manager, LCP, or the chair of the committee, who will endeavour to resolve the situation.
- Commitment to implement the group's Diversity & Equality Policy forms part of the job description for all staff and volunteers
- We welcome all families and recognise that many different types of family successfully love and care for children. We plan our programme to extend children's experience and knowledge of other cultures, languages and

celebrations, but if any staff member, child or parent/carer does not wish to be included in any cultural experiences, this is respected.

- All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others. There will be positive attitudes to diversity and difference so that the children learn from the earliest age to value diversity in others and grow up making a positive contribution to society.
- Families with English as an additional language are welcomed and supported in our settings. When necessary, documents will be translated in the families home language and we will endeavour to provide appropriate support (e.g. translator) through the appropriate use of available services. Opportunities are provided for children to develop and use their home language in their play and learning through activities that they can relate to such as the home corner, small world play and books, as well as activities that enable the children to engage in English speaking and listening activities with peers and adults. At induction the key-person will gain an awareness of cultural differences to ensure individual needs are met and respected.
- We ensure that activities reflect the diversity of our society and not just our group. Resources and displays will reflect and promote our Equality of opportunity policies and represent gender and disability in a positive way. These will be chosen to give children a balanced view of the world and appreciation of the rich diversity of our multi-racial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures or messages about any group of people. These are unacceptable and our response will aim to be sensitive to the feelings of the victims and to help those responsible to understand and overcome their prejudices.

Key Legislation and Guidance

The Equality Act 2010 (updated 2015)

This Valuing Diversity and Promoting Equality policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

2.2 Special Educational Needs and Disability (SEND) and Inclusion

We aim to provide high quality, inclusive learning opportunities for all children and to have regard to the Department for Education and Employment's 0-25 SEND Code of Practice on the Identification of Special Educational needs (SEN). A child has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her. In support of this we operate the following policies and procedures:

- We take into account the views of children (in a manner appropriate to their abilities e.g. observations) and their families enabling them to participate in decision-making.
- We operate a key-person system of observation and record keeping, in partnership with parents/carers, which enables us to identify and monitor children's needs and progress on an individual basis (see record keeping below).
- We provide a differentiated curriculum to meet individual needs and abilities.
- We work in collaboration with partners in health and social care to provide support in meeting individual children's needs (this includes therapists, health visitors, psychologists, social workers, paediatricians and Portage workers)
- We provide parents with information on sources of independent advice and support
- We liaise with other professionals involved with children with Special Educational Needs, including transfer arrangements to other settings and schools
- Staff attend relevant training so they are up to date with the requirements of all children with special needs and/or specific conditions and disabilities
- We ensure the provision for children with Special Educational Needs is the responsibility of all members of the setting
- We monitor and review our practice and provision and, if necessary, make adjustments to maximise the participation of all children
- We help children become ready for their transition into mainstream education and beyond.
- We co-operate with our local authority to develop and review the 'Local Offer' to ensure it is providing clear, comprehensive, accessible and up-to-date information about early years provision in our area and to ensure it is responsive to the needs of our local children and their families.
- We aim to identify all children that may attract any additional funding such as EYPP, DAF, SEND Inclusion Fund and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes.

Our designated Special Educational Needs Coordinator (SENCO) is Bev Crane and Deputy SENCO is Denise Banossian

Admissions

- Children with Special Educational Needs and Disabilities (SEND) are welcomed in the group after consultation between parents/carers, the Manager/Leading Childcare Practitioner and appropriate agencies to ensure the provision is adapted to accommodate the individual needs of the child
- We work closely with parents of children with special education needs to create and maintain a positive partnership
- The key-person (where appropriate), parent and SENCO will plan the programme for each individual child
- We ensure that our inclusive admissions practice ensures equality of access and opportunity

Facilities

- Our premises have access ramps and there is access to a disabled toilet at each setting. Our rooms are uncluttered with ample natural light and areas of quiet spaces.
- We ensure our physical environment is as far as possible suitable for children of all abilities. We are committed to adapting the provision to ensure the inclusion of all.
- We ensure privacy of children when intimate care is being provided while still maintaining an open door policy (see also Touch policy 3.4)
- We aim to employ additional staff if extra support is required
- We will try to access relevant training if necessary
- We have access to advice and guidance from an Early Years Advisor who has expertise and experience in the area of SEND.

Record Keeping and Identifying SEN

Our system of observation, assessment and record keeping operates in partnership with parents and carers. If we are concerned there may be a delay in a particular area of a child's development the SENCO will, after liaison with the parent/carer and key person, take appropriate action by activating an Individual Education Plan (IEP). The IEP is reviewed on a half termly basis to determine whether agreed progress targets, matched to the child's area of need, have been achieved by the child.

Specialist support

If, at review stage, it is felt there is little or no progress in the child's area of development the SENCO, with the permission of the child's parent, will seek advice from an appropriate specialist. Specialist support could involve speech and language therapists, health visitors, educational psychologists, social workers, paediatricians, portage workers and specialist teachers. The specialist may be able to identify effective strategies, interventions or

equipment to enable the child to progress towards the desired early years outcomes

If, despite taking appropriate and purposeful action to identify and meet the needs of the child, the child does not make expected progress we will consider requesting an Education, Health and Care needs assessment.

Early Help services

We work with other agencies and organisations to better meet the needs of families and to provide appropriate support when necessary and as early as possible. If your family is in need of extra professional support there is a process available to support families called the Family Support Process (FSP) The setting SENCO may suggest this as a way of helping to identify what extra professional support, if any, is needed. The process is voluntary meaning you choose to be involved. It requires the completion of a Family Support Form to record information and assess needs. The FSP exists to help you support your child and ensures everyone involved works together to identify your child's additional needs. Examples of early help services include: Norfolk County Council, Children's Centres, Health services, Department for Work and Pensions, Voluntary Agencies. We have access to support from the Norfolk Safeguarding Children Board (NSCB) to help us to ensure the children are receiving 'the right services at the right time and for the right duration'. The NSCB have created a guidance document 'The Norfolk Threshold Guide: A Framework for Making Decisions' to enable staff to embed into their practice the signs of safety philosophy, which is a process on how to assess risks to children and finding solutions.

Looked After Children

Looked After Children (LAC) are welcomed into the setting. The designated LAC coordinator will endeavor to ensure a smooth transition for the child, carers and parents (where applicable), noting any specific requirements including care status. A Personal Education Plan (PEP) will be completed by the LAC Coordinator (usually the child's social worker) as soon as possible after the child starts at the setting. The PEP will be prepared with the child's social worker, carer, parents (where applicable) and the key-person assigned to the child in liaison with other relevant support workers/agencies. The LAC coordinator has completed relevant training. The child's key person will be invited to attend LAC review meetings.

The designated LAC coordinator is Kellie Jacks.

Useful Contact Numbers:

Norfolk County Council Children's Services	0344 800 8020
Bowthorpe West Earlham & Costessey Sure Start Children's Centre (for Easton)	01603 594030
South Norfolk Help Hub Community Connectors	01508 533933

This Special Educational Needs and Inclusion policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson

2.3 Achieving Positive Behaviour

We aim to provide a stimulating range of experiences and activities for children to make sense of their world through play.

By providing a happy, well managed environment children will be encouraged to develop social skills to help them become accepted and welcome in society as they grow up. We see on a daily basis that engaged, busy children are less likely to behave in an unacceptable or antisocial way. The setting recognises the need to set reasonable and appropriate limits. All adults will maintain consistency in the management of children's behaviour and realise that children flourish best when their personal, social and emotional (PSE) needs are met. It is important to understand there may be external factors and varying transitions that could affect a child's feelings, which may then result in expressions of behaviour. See also Organisation policy 'Transitions' 2.3.

Through appropriate management of antisocial behaviour during a child's early years our aim is to prevent instances of 'bullying' in later life. We define 'bullying' as any systematic, prolonged, intentional abuse of power by an individual intended to cause distress to another individual. Research into early years PSE development shows that pre-school children are unlikely to have developed these traits.

We are aware that some children may need quiet time and their own space for periods of reflection. We like to create an ethos of mutual respect between staff, children and parents/carers.

Kellie Jacks is the designated person for ensuring our Behaviour policy is put into practice.

At least two members of staff from each setting have attended 'Step On' behaviour management training and all staff members are provided with on-going in-house training to ensure a consistent approach.

The methods by which we manage behaviour within our setting are:

1. To reward positive behaviour. We feel rewards are constructive and encourage further positive outcomes.
2. We do not use techniques intended to single out and humiliate individual children should there be an instance of inappropriate behaviour.
3. We encourage children to have respect for both themselves and others by developing their understanding of considerate behaviour, such as kindness and a willingness to share.
4. When children behave in inconsiderate ways we help them to understand the outcomes of their action and support them in learning how to cope more appropriately. Asking a child to say sorry is not always the most

effective strategy to use as to most children of this age group sorry is just a word with no meaning.

5. We recognise that some children are unable to regulate their own emotions, such as fear, anger or distress and require sensitive adults to help them do this.
6. Setting a good example; children take more notice of how we are than what we say.
7. Encouraging children, not ordering them, because just 'doing as you are told' does not allow the child to have ownership of his or her own behaviour. Positive discipline means explaining why.
8. Praising, giving attention and appreciating what children do is vitally important because when children are used to getting attention for positive behaviour they will not need to seek it by misbehaving.
9. Approval, praise and attention will make a child feel valued and cared for and help build his/her self-esteem. Shaming, scolding or humiliating children will only lead to worsening of poor behaviour.
10. Parents are informed about their child's inappropriate behaviour by a member of staff, usually their child's assigned key person. Details of such incidents are recorded in an incident book.
11. Should there be recurring incidents of challenging behaviour identified through observations, we work together with parents/carers to gain further understanding of the child's behaviour. This may highlight the need to action an Individual Educational Plan (IEP). In the event that the IEP does not result in a successful outcome it may then become necessary, with parental consent, to refer the child for additional support from an external agency. (See also 'Special Educational Needs Policy' 2.2)

The following points show our agreed Practitioners response to disagreements between children:

- a). Comfort any child upset and deal with any injury
- b). Assess the situation with regard to each child's individual need and unique personality (i.e. de-escalation periods of calming)
- c) Interact calmly at the children's eye level
- d). Ask each child what has happened.
- e). Restate each child's story.
- f). Reflect on how this affects each child
- g). Ask for the children's opinion on how incident could have been avoided/resolved if appropriate
- h) Talk to the children about using 'kind hands', 'kind feet' offer statements such as 'teeth are for biting food' and ask questions such as 'how you think xxxxx is feeling because he has been hurt?'

If it is deemed necessary and in the best interests of the children involved for staff to use physical intervention during a behavioural crisis, the methods used will be reasonable and proportionate and follow NCC 'Step On' training guidelines. See also Touch Policy 3.4

This Achieving Positive Behaviour policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.0 Promoting Health and Hygiene

3.1 Animals in the setting

There are various opportunities within the curriculum or our 'weekly focus' to bring animals into the setting and this is something that particularly engages the children and that they enjoy.

To ensure this is done in a safe and hygienic way for all concerned we adhere to a few simple guidelines.

If you should get the chance to bring in a much loved pet we will ask that the animal is of an appropriate nature to be in an early year's setting, is in a healthy condition and is transported in a container or manner suitable for the needs of the animal. Where possible the container should also allow the children to observe the animal.

We will be aware of children with allergies to animals. We will supervise the handling of pets and other animals at all times in a controlled way. We will make sure that all children and adults wash their hands after handling and feeding any pets.

This Animals in the Setting policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.2 Administering Medicines

If a child needs medication they must be well enough to attend the setting. Wherever possible, we will ask you to administer any prescribed medicines to your child, however when staff need to do this we will follow these procedures:

- We will only administer medicine where we have a prior consent form and the medication book fully completed and signed by the parent (please see Appendix 4.3)
- We will only administer GP prescribed medicine in its original packaging which is clearly labelled and in date.
- Medicine will only be administered by a member of staff who has parental consent to do this, and another member of staff will watch the procedure
- We will store all medicines in the packaging they were dispensed in, clearly labelled (with the child's name) and in a place where it cannot be accessed by the children
- If we do administer any medication to your child we will keep a record of the dosage given, the name of the medication, the time it was given, who administered it, and who witnessed the procedure. We will show you this record at the end of the session and ask you to sign it.

If your child requires life saving medication such as insulin, adrenaline injections or the use of nebulisers, you must inform the Manager/Leading Childcare Practitioner before your child starts with us so that adequate training can be arranged if necessary. We will require specific written consent from the parent/guardian and a letter from the child's GP stating:

- a) what condition the drug or medicine is for and its name
- b) how and when the drug or medicine is to be given
- c) what training is required, if any
- d) any other relevant information

If your child needs medication which requires technical or medical knowledge then we will seek to gain training for our staff on an individual basis with a qualified health professional. Please note we do have the right to refuse to administer medicine to your child. This decision may be taken by the Manager/Leading Childcare Practitioner on a case by case basis.

This Administering Medicines policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.3 Managing children with allergies, or who are sick or infectious (including notifiable diseases)

Sick and/or infectious children

Parents are asked to keep their children at home if they have any infection and to inform us as to the nature of the infection so that we can alert other parents and make careful observations of any child who seems unwell.

An up to date list of infectious diseases, which justify exclusion from the group, is displayed on the main notice boards at our settings.

We ask parents not to bring in any child who has been vomiting or had diarrhoea until at least 48 hours after the symptoms have gone. This also applies to staff and volunteer helpers.

If the children of the staff are unwell, the children will not accompany their parents/carers to work in the Pre-school.

Parents will be informed if there is any infection such as head lice, scabies, worms or childhood infections, which may affect other children or their parents.

If a parent/carer feels a child is well enough to attend pre-school but is receiving medication, they must agree this in consultation with the Manager/Leading Childcare Practitioner.

Children falling ill at pre-school

When a child becomes ill during one of our sessions our policy is to send them home. This is so his or her needs are met in the most appropriate way and also to protect other children and adults from the risk of infection. The following procedure is followed:

- Any member of staff suspecting a child is unwell or contagious must report this to a senior member of staff
- A member of staff will make sure the child is as comfortable as possible away from other children, in a suitable, enclosed, separate area. Usually in the toilet area or in the small den.
- The child's key - person or lead practitioner on duty will telephone the parent/carer. If they cannot make contact they will use the emergency contact list from the child's registration form. If no contact can be made at all, the child will be cared for by a member of staff until the end of the session.
- If staff are concerned about the child's condition deteriorating (e.g.suspected meningitis), they will ring 999 and accompany the

child to hospital in the parents absence. The most appropriate member of staff as determined by the Manager/LCP will accompany the child, (all parents are asked to sign a 'LOCO PARENTIS' Consent Form when registering giving permission for us to act in an emergency if no parent can be contacted). The child's medical record will be taken to hospital in case it is required.

Notifiable Infectious Diseases

There is a leaflet displayed on the notice board at the setting, identifying and charting notifiable diseases. This chart also states other infectious diseases and staff refer to this when making decisions about whether or when a child should attend the setting following an infection.

Only staff need to know if another person is suffering from a notifiable infectious disease such as HIV, AIDS or Hepatitis C. This information will not be shared with anyone else without permission of the person concerned. Other parents do not need to be told. Any failure by an employee to observe this confidentiality may result in immediate dismissal and will always result in disciplinary proceedings. A risk assessment will be implemented.

This Managing Children with Allergies or who are sick or infectious policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.4 Touch policy

In our setting we recognise that forming close relationships with children in their early years is essential to enable children to develop and grow as confident individuals with a real understanding of social responsibility and self esteem. We acknowledge that touch is a necessary and desirable part of the development, emotional well being, care and education of all young children. We see touch as an everyday act of communication by physical means and this policy demonstrates what that might look like. To facilitate this all children will have a named Key Person (Special Teacher) who will develop a genuine bond and offer a settled close relationship. See Key person policy

The positive use of touch is a normal part of human interaction and the development age, emotional and communication needs of the individual child are recognised as being far more important than actual age. We understand that younger children may need more physical contact than older children nearing school entry and our day to day practice will be reflective of that.

Although, we believe physical contact is central to warm, personal relationships and to the good quality care of young children we also believe that good quality practice encompasses a full understanding of child protection and this is reflected in our policy and practice.

Touch is appropriate for:

- Giving guidance to children (such as how to hold a paintbrush, or when climbing)
- Providing emotional support – i.e. comfort and reassurance (such as placing an arm around a distressed child or giving them an invited hug)
- Physical/intimate care (such as first aid or toileting)
- Moving and handling during behavioural incidents (as per 'Step On' guideline)

Touch is only appropriate when it is to support the needs of the child.

As a setting we acknowledge the close emotional relationship that will develop between the child and Key Person (Special Teacher), however we will ensure that this does not undermine the child's attachment with their parent.

Parents/carers are made aware of this policy when their child registers with us and are given the opportunity to discuss any queries they may have regarding its content.

This Touch policy was viewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.5 Nappy Changing

See also Touch policy 3.4

We welcome children who wear nappies into our settings.

Our policy is to change all soiled nappies immediately they are noticed. We will not usually change a wet nappy where a child is with us for just one morning or afternoon session, unless it becomes necessary to do so. For nappy wearing children staying with us all day, our policy is to change a wet nappy after the first session.

Nappies will only be changed by permanent staff who hold the relevant DBS check.

All staff will wear hygienic disposable gloves while changing a nappy. Staff will wash their hands and the child's hands with soap and warm water after the nappy has been changed.

This will always be done in a safe, sanitised area specifically for the purpose of nappy changing. At our setting this is in an area, which is not in full view to maintain the privacy for the child, but not behind a closed door. Details of all nappy changes are logged in our record book.

We ask parents/carers to ensure their child comes with a supply of clean nappies, wipes, nappy bags and a clean change of clothes in case of accidents. We also maintain supplies of these items in case of emergencies.

All dirty nappies are disposed of in a hygienic bin.

When a nappy has been changed, we will immediately sanitise the changing area ready for the next time it is used.

This Nappy Changing policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.6 No-Smoking

Smoking is strictly prohibited on our premises.

This No Smoking policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.7 Food and Drink

See also 1.7 'Food hygiene' which forms part of our Suitable Premises, Environment & Equipment Policy

Fresh drinking water is available and accessible at all times. (Refer 3.47 of Early years foundation stage statutory framework (updated 20.2.18)).

We believe snack and lunch-time are a valuable use of curriculum time, particularly promoting children's social development as well as being an opportunity to reinforce the children's understanding of the importance of healthy eating. We understand the importance of healthy eating patterns to achieve full learning development, physical and mental growth and well-being. Safety procedures are consistently adhered to. We will:

- Encourage positive social interaction between the children by ensuring an adult is available to promote conversation and social skill development including an expectation that children will learn to say please and thank you as appropriate
- Promote good habits of health and safety awareness by ensuring all snack tables are cleaned with hand hot soapy water using a green cloth and anti-bacterial spray. Each child will wash their hands before snack or lunch. Staff will wash their hands or use an anti-bacterial hand cleanser before supporting the children at snack and lunch times.
- Encourage independence and a sense of responsibility by allowing the children to prepare their own snack whenever possible, self select their food and pour their own drink from a 'snack bar'
- Provide your child with a choice of healthy snacks at each session, this will include a variety of multi-cultural foods and some produce grown at the settings. The choice of snack, on occasions, may be part of overall planning to relate to a festival, cultural event or current theme such as Easter, Chinese New Year or a focus on the 'Handa's Surprise' story
- Respect your child's medical and personal dietary requirements (for example gluten or dairy intolerances).
- Provide your child with whole and pasteurised milk (or water if they prefer)
- Check the 'Alert list' to identify any children with allergies and ensure they do not have access to the foods that cause a reaction. This includes food preparation.
- Be aware of children exchanging food.
- Never leave a child unattended at snack or lunch time

- Ensure at least two staff members are present when the eating area is busy

Examples of snacks offered: Carrot, cucumber, fruit, cheese, breadsticks, rice cakes, crackers, pitta bread, toast, noodles, home grown peas, beans, potatoes, tomatoes.

See Appendix 4.1 for our Lunch Club Guidelines which include information and guidance concerning packed lunches.

This Food and Drink policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

3.8

First Aid

We are committed to ensuring children and adults stay safe while they are attending our setting. We are continually alert to hazards and risk assess constantly, however accidents can still happen. (See Suitable Premises, Environment and Equipment Policy 1.0 Health and Safety) To ensure we are equipped to deal with accidents in the most appropriate way we will:

- provide at least two members of staff at every session who have up to date training in paediatric first aid
- keep our first aid supplies up to date and sufficiently stocked
- make sure staff know where to find the first aid supplies at all times
- keep our first aid equipment clean, any sterile items will stay sealed until needed
- record any accident your child has in our 'Accident Book' and ask you to read and sign this when you collect your child at the end of the session
- ensure your child is treated quickly and appropriately having regard to any specific requirements such as allergies to plasters
- ask you to complete a 'loco-parentis' permission form when you register your child with us

Please note that any children you bring into the setting who are not on the register (for example, if you come to help at a session and bring a younger sibling), remain your responsibility at all times, they are not the responsibility of the pre-school

Amanda Easter is responsible for the first aid supplies

This First Aid policy was reviewed and signed off at a meeting of Humpty Dumpty's Easton Pre-School Committee and staff.
--

Meeting held on: 26.2.19

Date to be reviewed: Feb 2020

Signed on behalf of management committee: Kylie Hamshaw

Name of signatory: Kylie Hamshaw

Role of signatory (e.g. chair/policy owner): Chairperson
--

4.0 Appendices

4.1 Lunch Club Guidelines

If your child attends Lunch, it would be very much appreciated if you could bear the following in mind;

- Your child's lunch box should be clearly labelled ON THE OUTSIDE of the box with his/her name and on any pots contained inside. Please make the lunch box is recognisable to your child (children can have identical lunch boxes).
- We do not have the facility to put lunch boxes into our fridge. If your child's lunch box contains yoghurt or other perishable food please put a freezer block into the lunch box to ensure items stay fresh.

Please DO NOT include the following items in your child's lunch box;

- Any products containing NUTS in any shape or form (in breakfast bars, cakes, peanut butter etc). We may have children attending the group who have a severe reaction to these ingredients.
- No sweets or chocolate.
- NO DRINKS – We will provide milk or water for the children to drink, as we do at snack time.

Please DO include the following in your child's lunch box;

- Food items your child likes and is going to eat. Whereas we encourage our children to eat the contents of their lunch boxes, a lot of food does go to waste. We do place any whole, uneaten food, i.e. sandwiches, back in the lunch box so you can get some idea of what your child is eating.
- Food in suitable amounts (not mountains). You know how much your child is going to eat, so please do not overfill his/her lunch box.
- Healthy foods – it would be great if you could include a portion of fruit and/or a portion of vegetable in your child's lunch box. This is something we believe is so important for our children and something which Ofsted actively encourages.

If your child has any food allergies please ensure a staff member knows as soon as possible.

If you have any question, comments or concerns please talk to any member of staff.

Please note:

Children can choke on small food items such as grapes, cherry tomatoes, olives etc. Therefore we require these items to be cut in half, lengthways, to aid digestion. We do not have time to cut these food items up.

4.2 Provider Record of Complaints

Source of Complaint			
The EYFS Welfare Requirements places a statutory duty on all early years and childcare providers to investigate all complaints (in respect of the welfare requirements only) made in writing by the parent/carer of a child attending the setting. All verbal complaints are also required to be logged.			
Parent in writing (including email)		Staff Member	
Parent in Person		Anonymous	
Parent on Phone		Other (Please State)	
Ofsted (state complaint number if known).....		
Nature of Complaint			
(Please tick all Welfare Requirements the complaint relates to).			
Safeguarding and Promoting Children's Welfare			
Safeguarding		Medicines	
Information and complaints		Illnesses and injuries	
Premises and security		Food and Drink	
Behaviour Management		Smoking	
Equality of Opportunities		Outings	
Suitable People			
Safe Recruitment		Staffing	
Alcohol/other substances			
Suitable Premises, Environment & Equipment			
Risk Assessment		Premises	
Organisation			
Organisation			
Documentation			
Provider's Records		Data	
Details of Complaint			
Include specific information, such as dates and times, but NO identifying information of the complainant, children or practitioners involved. Personal information should be stored confidentially and securely separate to this log.			
Date Complaint was made:			

How the complaint was dealt with			
By whom, how and when			
Internal Investigation		Investigation by Ofsted	

Investigation by other agencies (please state).....			
Please give details of any internal investigation or attach any outcome letter from Ofsted:			
Actions and Outcomes			
Internal Actions		Actions agreed with Ofsted	
Changes to condition of registration		Other action taken by Ofsted	
Actions imposed or agreed with other agencies		No action	
Please give details:			
Review of actions By whom, and when			
Has a copy of this record been shared with parents? YES / NO			
Name of recorder		Date outcome notified to parent (within 28 days for written complaints)	
Position:		Date Completed:	
Signature:			
This complaint log will be available for parents to review on request and will be kept for a minimum of three years from date of entry.			

How to Complete the Complaints Record

This information has been taken from Ofsted – Daycare and Childminding Guidance to National Standards October 2005 and updated in line with the Early Years Foundation Stage

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. Registered providers must:

- Put in place a written procedure for dealing with concerns and complaints from parents and keep a written record of complaints and their outcome
- Investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint
- Provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint

It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adult and children) that relate to the complaint (e.g. the use of 'Child A' or 'Adult B' would be appropriate). Confidential information should be kept in a separate file.

Source of Complaint

You need to record here who made the complaint by ticking the source on the complaint record. Where people complain to Ofsted, they will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, they will tell you of the outcome of the investigation. Where they do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

Nature of Complaint

The record is intended only for complaint relating to the Welfare Requirements. You should record here one or more Welfare Requirements to which the complaint refers. If you are unsure you should refer to your Welfare Requirements and Guidance. You should record all details associated with the complaint, taking care not to name individuals. For example, use 'Child A', 'Staff Member B'.

How the Complaint Was Dealt With

You should provide information on how you investigate the complaint. You will need to record:

- The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- Any referrals you made to an external agency, for example local authority health departments or social services.

Actions and Outcomes

You must provide details about the outcome of your investigation. You will need to record:

- Any action(s) identified by you
- Any action(s) set or taken by Ofsted
- Any action(s) taken by another external agency, where you have their permission to do so
- The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any member of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion on to the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 08456 404040

You must share an account of the findings of your investigation and the actions, if any, that you took or you intend to take as a result of your investigations with the parents who made the complaint, and at the request of any parent of a child in your care at the setting. You must do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.

**4.3 Parental Agreement Form for Setting to Administer Medicine (to be completed together with the Medication Book)
(NB the layout of this form differs in practice however the information remains the same)**

Trained staff within our setting can administer medicine. Your child will only be given medicine once this form is completed and authorised.

Name of Setting:

Name of Child:

Child's Date of Birth:

Medical Condition or Illness

Medication

Name/type of medicine (as described on the container):

Date Dispensed:

Expiry Date:

Name of staff member to agree review date:

Dosage and Method:

Timing:

Special Precautions:

Potential Side Effects:

Procedures to take in an emergency:

Contact Details:

Name of parent/carer:

Relationship to Child:

Daytime Phone No:

Address:

I understand that I must deliver the medicine personally to my child's key person.

I understand that I must notify the setting of any changes in writing.

Signature: _____

Date: _____

Completed copies of this form should be kept in the child's personal file.

4.4 Recording a disclosure

Records are kept in a separate confidential file, signed and dated

- Only record vital information including exact time and date of disclosure.
- Make clear the source of any information you record – child, staff, parent
- Try to keep records as factual and evidence based as possible
- Avoid the use of subjective, oppressive or exclusive language
- Distinguish between fact, observation, allegation and opinion
Where you have to make a statement which is opinion or feeling then make this clear and support this with reasons
- Record the words the child uses – do not translate to ‘proper’ words
- Record the child’s non-verbal behaviour with descriptive phrases – do not write your interpretation/assumption
- Make clear statements about any action taken – record to whom you spoke and time of conversation including if contact made with you.
- Make it clear as to whether the child or family is aware of the record.
Ensure you have permission to pass on information to other agencies.
(Safeguarding overrides the data protection act)
- Clarify whether third parties have given consent for information to be recorded or passed on to other agencies
- Record all concerns, incidents and contacts to and from other agencies in chronological order – Social care need to date information collected from all agencies
- Give time and date for all records and the practitioners signature with each entry
- Do not write something you are not prepared for somebody else to read
- The child’s name, address and date of birth

4.5 Supporting a child who wants to make a disclosure

- React calmly
- Be aware of non-verbal messages
- Keep responses short, simple, slow, quiet and gentle
- Do not stop a child who is freely recalling significant events
- Do not interrogate the child; observe and listen but do not probe; use active listening techniques
- If you have difficulty in understanding the child 's communication method, reassure him/her that you will find someone quickly who can help
- Tell the child they are not to blame and have done the right thing by telling you
- Avoid criticising the alleged perpetrator personally
- Do not end the conversation abruptly
- Tell the child, in an age/stage appropriate manner, what will happen next; be honest about what you can do
- Explain that you must pass on the information and that you can not promise confidentiality
- Make a written note of what is said as soon as possible including time and date of disclosure and who is present. Whatever you have written original notes on may be used as evidence in court. Refer to appendix 4.4 for advice on recording a disclosure.

4.6 Privacy notice

Personal details that we collect about your child include:

- personal identifiers and contacts (such as name, unique pupil number, contact details and address, photographs, birth certificate and parental responsibility details)
- characteristics (such as ethnicity, language, religion)
- safeguarding information (such as court orders and professional involvement)
- special educational needs (including the needs and ranking)
- medical and administration (such as doctors information, child health, dental health, allergies, medication and dietary requirements)
- attendance (such as sessions attended, number of absences, absence reasons and any previous, current and future settings details)
- assessment and attainment (such as 2 year progress check, current EYFS development information)
- Additional info – (such as family/sibling details, personal interests and daily routines, words/language used, comforters, other significant events)

Personal details that we collect about you include:

- Personal identifiers and contacts (such as your name, address, email address, phone numbers, photographs, occupation, date of birth).
- Ways you may wish to help our settings.
- If you apply for free childcare we will also collect your NI Number or Unique Taxpayer Reference (UTR), if you are self-employed. We may also collect information regarding benefits that you are in receipt of.

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

We collect and use information to provide childcare services, this includes using your data:

- a) to support pupil learning
- b) to monitor and report on pupil attainment progress
- c) to provide appropriate pastoral care
- d) to assess the quality of our services
- e) to process safeguarding related data about your child should we have concerns about their welfare
- f) to keep children safe (food allergies, or emergency contact details)
- g) to process your claim for free childcare (where applicable)
- h) to keep you updated with information about our service

How we collect information

We collect information via online enquiries, emails, verbally, registration forms, interest sheets, all about me form, funding forms, from previous/other settings

Data is essential for the settings operational use. Whilst the majority of information you provide to us is mandatory, some of it requested on a voluntary basis. In order to comply with the data protection legislation, we will inform you at the point of collection, whether you are required to provide certain information to us or if you have a choice in this.

How we store data

We hold data securely for the set amount of time shown as shown in our documentation policy which can be viewed on our website

<http://www.barfordplaygroup.co.uk/assets/uploads/Organisation%20Policy%2020180710a.pdf>

Who we share information with

We routinely share information with:

- schools or settings that the pupils attend
- our local authority
- Ofsted
- Our website provider
- Online learning journal provider

We will also share information if:

- we are legally required to do so by law
- necessary to protect your child; for example by sharing with social care or the emergency services.
- Our insurance underwriter requests it to process a claim

Why we regularly share information

We share information, for the following purposes:

- a) to support pupil learning
- b) to monitor and report on pupil attainment progress
- c) to provide appropriate pastoral care
- d) to process safeguarding related data about your child should we have concerns about their welfare
- e) to keep children safe (food allergies, or emergency contact details)
- f) to process your claim for free childcare (where applicable)

We do not share information with anyone without consent unless the law and our policies allow us to do so.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold. To make a request for your personal information, or be given access to your child's educational record, contact the Setting Manager or Administrator.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to seek redress, either through the ICO, or through the courts

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Contact

If you would like to discuss anything in this privacy notice, please contact:

Sharon Attewell
Administrator
07954152335

SA 3.19