



Kiddy Planet
NURSERY SCHOOL

POLICIES & PROCEDURES

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Kiddy Planet Nursery Limited is a limited liability company incorporated and registered in England & Wales.
Company Registration Number 09550454. Registered Office: Melbourne Centre Melbourne Road, Leicester LE2 0GU

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Table of Coordinators

The Directors, Manager and Deputies must ensure the Policies and Procedures are adhered to.

Centre	Melbourne Centre
Health & Safety	Asma Khilji Aneela Qurban
Safeguarding	Asma Khilji Sabinaz Ismail
Behaviour Management	Asma Khilji Tina Noronha
SEND (Special Educational Needs & Disabilities)	Asma Khilji Tara Jan

Should anyone have any questions regarding the Policies and Procedures please speak to our Manager Asma Khilji. A copy of this document is available on our website and can also be found in the reception area.

Kiddy Planet is committed to equality in terms of strategy, policy and practice. We will aim to address issues of accessibility as they arise and aim to ensure that all children and their families together with members of staff have an equality of opportunity and equality of access, being treated with equal concern. In addition, we aim to challenge positively all discrimination in terms of pregnancy/maternity, marriage/civil partnership, age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.

Policy and Procedures Statement

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The Policies and procedures within this document refer to the following current legislation:

- The Children Act 1989 and 2004
- Ofsted
- The Early Years Foundation Stage Framework 2014 & updated 2017
- Working together to safeguard Children 2015
- Keeping Children Safe in Education 2016
- The Counter Terrorism and Security Act 2015
- What to do if you are worried a child is being abused 2015
- The Serious Crime act 2015
- The London Child Protection Procedures 2016
- Local Safeguarding Children Board procedures
- SEND Code of Practice 0-25
- The Prevent Duty
- British Values
- Statutory Framework for the Early Years Foundation Stage April 2017

Admissions

It is the policy of Kiddy Planet to offer places in the Nursery setting on a first come basis without discrimination to nationality, creed, colour, sex, race or disability, with siblings taking first priority.

Parents can make an enquiry via the nursery website, by telephone or email to the nursery office. The office will arrange a private individual tour of the nursery which lasts approximately half an hour. When the Registrar, a member of the administration team, our Manager or Deputy Manager has finished the tour parents can take the registration form home and if they wish to register, the registration process would begin.

Acceptance Form

Upon receipt of the registration form a Registration Letter will be sent to parents via email confirming they have been added to the waitlist for their requested sessions. Once Kiddy Planet is able to offer a place, both parents will be contacted by mail or email outlining the sessions offered.

Siblings

Siblings are given priority at Kiddy Planet and children are placed on a waiting list if there is no availability. Siblings are not guaranteed a place and unfortunately, we are not able to offer a session if the nursery is full to capacity.

Attendance

At Kiddy Planet Nursery we believe good attendance is essential if children are to be settled and take full advantage of the learning and development opportunities available to them. At a young age continuity and consistency are important contributors to a child's well-being and progress. Also, we believe regular attendance at nursery can set good practice for statutory school.

Our aim is:


- to create a culture in which good attendance is 'normality' and valued
- to value the individual and be socially and educationally inclusive
- to be consistent in implementation of our policy and procedures

All parents are made aware of the importance of regular attendance prior to entry and of the importance of collecting children on time. Our failure to collect procedure outlines our practice if a child is not collected from nursery.

All parents are made aware of the expectation that they inform the school by telephone on the first day of absence. If a child is absent for a second day without notification the school will contact the family by telephone to find out the reason for the absence. If the child is known to Social Care they will be informed of the unauthorised absence.

If after one week there has been no contact the school will send a letter to the family. If there is still no response after a further week the school will inform the Education Welfare Service. An Education Welfare Officer will liaise between home and school and is able to advise and support families on the importance of regular attendance.

If after one month there has been no contact the child's name will be removed from the register and the place allocated to another child on the waiting list. The Local Authority will be informed that the child has left the nursery and in the case of funded children, any financial loss incurred by the child leaving without giving the proper notice of one term, as detailed in our terms and conditions will be invoiced to the family.



Leave of absence for family holidays

Guidance issued by the Local Authority is that holidays in term time should be discouraged. Parents are required to complete a leave of absence form to request holiday absence to be an authorised absence. The nature of the trip, such as an exceptional experience, or parental restrictions on leave from employment is taken into consideration.

Leave of absence for longer than two weeks will only be considered an authorised absence in exceptional circumstances. Children absent for four weeks or more will need to reapply for their nursery place and their local authority funding (if eligible).

Settling in Policy

When a child first arrives at Kiddy Planet it is an exciting and a brand-new experience for them. Children experience many transitions and all Kiddy Planet staff are sensitive to the difficulties children may have whilst going through the settling in period and we will do all we can to facilitate a smooth settling in time. We like to work in partnership with parents ensuring that their arrival and continued stay at Kiddy Planet is a happy time. Generally, in the term prior to a child joining Kiddy Planet, parents are actively encouraged to visit the nursery with the child so that they can familiarize themselves with the staff and parents can ask any questions they have.

When a child begins we work with the parent or their carers on how best to settle in their child. Usually a child may stay for an hour or much longer and parents or carers are called on their mobile phone or landline phone if the child is not settling. Parents or carers can call the Nursery office at any time they wish to ensure their child is settling. The parents and practitioners work together on settling the child into Nursery, however to help, parents may be asked to bring their child's favourite soft toy or comforter. We may ask for a parent or carer to stay with the child for a couple of weeks if it is an easier process for the individual child. When a child has English as an additional language we recommend parents to bring in a list of words in his or her own language that will assist a child settling in, although the staff at our setting speak a variety of different languages. We use a visual timetable for the children, so they can see the next step in the day to day routine.

Children who are attending five mornings or full days tend to settle in quicker than children who are doing fewer. We do insist on a minimum of two sessions to ensure continuity of care as we feel children settle far quicker and therefore benefit more from their time at the Nursery.

Key Workers

At Kiddy Planet Nursery we operate a key worker system to enable the child and parents/carers to build a special relationship with a particular member of staff, who will help them settle into the nursery, and liaise with the parent/carer about every aspect of the child's care. The key worker will be responsible for initiating and maintaining records on the child and may work with other multi agency professionals to support the child and the family. However, all staff will be responsible for looking after all of the children in that particular room.

Key worker boards are sited in the reception area and appointed key workers will introduce themselves to the parents/carers when the child is settling.

Crying

Every child is different and at Kiddy Planet we understand that children cry when they are settling in and at other times e.g. an accident or transitioning classrooms or to 'big' Nursery. This is a normal reaction and typically only lasts for a short time after Mummy, Daddy or the Carer leaves during the settling in period. If a child does continue to cry or be upset the parent or carer will be telephoned. The Manager, Key Worker and parent or carer will work in partnership with a plan should a child be finding it difficult to settle in. The Manager or Key Worker may suggest that parents come in for a meeting to do an action plan should this be required.

This may involve the child coming in for an hour or so a day and building the time up for the first few weeks. At Kiddy Planet we do this until the child feels secure in the environment and so he or she knows that Mummy, Daddy or the Carer will come back.

Transitioning Policy

Children experience many transitions in their early years and staff should be sensitive to the difficulties children may have whilst going through these transitions.

The following are transitions or changes that young children may experience:

- Starting Nursery
- Moving between Nurseries
- Changing carers e.g. Nanny change
- Moving from overseas
- A parent being away
- A new language
- Family breakdowns
- Moving home
- New siblings
- Illness
- Death of a family member
- Death of a family pet
- Family circumstances
- Abuse (any form)

Staffs are used to observing the children in their class and as such will be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so the Manager, Deputy and staff can be aware of the reasons behind any potential changes in the child's character. The Manager and/or the Key Worker would have a confidential meeting with the parent or legal guardian should any of the above transitions alter a child's personality and behaviour. A meeting would also be held regarding custodial situations and outcomes from an educational and financial position.

Separated Families

If a child is registered by one parent of a separated family, the nursery requests that all details relating to the child and other parent are disclosed wherever possible, e.g. court orders, injunctions. This will allow the nursery to have all the appropriate information to support the child fully.

The nursery will:

- Ensure the child's welfare is paramount in all operations relating to their time within the nursery
- Comply with any details of a Court Order where they are applicable to the nursery's situation, provided the nursery has seen a copy/has a copy attached to the child's file
- Provide information on the child's progress within the nursery to both parents
- Invite both parents to nursery events, including parental consultations and social events
- Ensure any incident or accident within the nursery relating to the child is reported to both parents as soon as possible
- Ensure that all matters known by the staff pertaining to the family and the parent's separation shall remain confidential
- Ensure that no member of staff takes sides within the separation and treats both parents equally and with due respect.

The nursery cannot restrict access to any parent with parental responsibility unless a formal Court Order is in place. We respectfully ask that parents do not put us in this position.

Classes and Moving Rooms

Policy

At Kiddy Planet the children are divided into classes by their age group and the number of children we can have in each room under the statutory framework.

We have class names which are:

Melbourne Centre	Age
Grasshoppers	0-2
Dolphins	2-3
Rising Stars	3-5

In general children would go to Primary Nursery when they are between 4 to 5 years however children can stay at the nursery until the term after their 5th birthday.

Procedure

When a child is moved up from one class room to another class and to another Practitioner in Kiddy Planet, parents and carers are previously informed via email where possible. Throughout the morning or afternoon, the practitioners may have used the classrooms that the children may be going into which ensures a smoother transition. Otherwise the key person will always take the children to their future classroom before the start of a new term prior to them moving up. Wherever possible a group of children are moved up together to enable them to develop friendships and support the children with the peers they know.

At Kiddy Planet we work in partnership with parents at all times, therefore we will aim to discuss transition at parent's events before children initiate their move into the Rising Stars class to inform parents about the expectations in relation to children's development in the Early Years Foundation Stage and future Nursery.

We also provide New Parents Induction sessions and regular parents meetings to talk about what to expect when their child is starting Nursery and other child development areas.

Readiness for Big School

Starting Nursery is a huge transition, therefore at Kiddy Planet we will do all we can to facilitate a smooth move for the children and parents. Many of the children will move onto Nurseries where their siblings may attend or where the children have had their assessments. We have a variety of methods that support this:

- We aim for the children to be as independent as possible before going into Reception class.
- We use the Early Years Foundation Stage to monitor the stages of Rising Stars children
- All the children to be toilet trained where their individual needs dictate.
- We encourage politeness and instill manners into the children
- We encourage resilience and for the children to problem solve.
- We encourage respect and for the children to listen to each other's opinions and views.
- We teach the children to raise their hand.
- We implement circle time.
- We implement British Values
- We teach the children to shake hands and greet peers and adults.
- We teach the children to work collaboratively and independently
- Rising Stars usually has a topic about readiness and going to Reception class ('Big School') which is implemented in the Summer Term and the children will be asked to contribute items related to their future Nursery e.g. uniform, brochure and pictures.
- Kiddy Planet will provide a variety of resources that relate to Reception class in their future Nursery e.g. role play area set up as a classroom, books, photographs of all the nurseries/schools the children may attend. This will help the children to become familiar with Reception class and will aid the transition and readiness.
- The Key Workers will initiate conversations with their key children, who are in the Rising Stars year and discuss what they think may be different and what will be the same and all the fun activities they will do within Reception class. They will talk through any concerns the child may have and initiate activities and group discussions relating to any issues enabling these to be overcome.
- The Key Workers will read stories about Reception class and big Nursery.
- Older siblings may be invited to come to Kiddy Planet to talk about going to big Nursery and what to expect!
- On occasions Nursery representatives come to Kiddy Planet and see their future students in action.
- The Manager will have meetings with parents about their child and future Nurseries.
- A few of the Nurseries/schools request reports prior to the child going for the assessments.
- At Kiddy Planet we call the assessments 'play dates'.
- We hold Parents Events every term to enable parents to ask any questions to the practitioners about their child prior to their child's move to 'Big School' etc.
- Kiddy Planet sends a 'Continuity Form' to their future Nursery or to the parents. This gives the child's future Reception class practitioner a good understanding of the child. This report includes comments on each area of the Early Years Foundation Stage, the child's level of learning and development in all areas.
- We also complete a final EYFS stage report that is sent with the Continuity Form to the child's future Nursery to ensure the Reception class practitioner is aware of the child's capabilities and to ensure a smooth transition into Nursery.
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Equality and Diversity Policy

Equality Act 2010

Kiddy Planet is committed to equality in terms of strategy, policy and practice. We will aim to address issues of accessibility as they arise and aim to ensure that all children and their families, together with members of staff have an equality of opportunity and equality of access, being treated with equal concern. In addition, we aim to challenge positively all discrimination in terms of pregnancy/maternity, marriage/civil partnership, age, gender, race, sexual orientation, disability, gender reassignment, religion or belief.

Kiddy Planet will make reasonable adjustments to help disabled people access the nursery. It will ensure that disabled people have the same access, as far as it is reasonable, to everything that is involved in the nursery as non-disabled persons. However, one of the obvious problems the nursery has is the layout of its building which are old however, there is a ramp located in the reception area and outside of the emergency exit that gives access to all ground floor rooms.

Kiddy Planet will work with parents, occupational health therapists, physiotherapists and any other health care professional involved in the child's life to identify the kind of disadvantages or problems they face and the potential solutions in terms of adjustments and/or equipment.

Equal Opportunities / Understanding the World

Aim

Kiddy Planet is committed to equal opportunities without exception. It is the intention that no actual user, whether child or adult, or member of staff will receive less favorable treatment on the grounds of ethnic origin, colour, age, gender, disability, marital status or sexual orientation. Kiddy Planet is committed to creating an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued, and children are engaged with the wider community.

The Nursery promotes multi-cultural and SEND (Special Educational Needs & Disabilities) through Key Workers (Practitioners/Practitioners) awareness of opportunities to further children's experiences as they participate in their own culture, learn to extend knowledge of other communities, cultures and traditions and share and discuss practices, celebrations and experiences.

We aim to:

- Use effective planning of routines, grouping of children and provision of daily activities all children have access to all activities at a developmentally appropriate level as part of the EYFS (Early Years Foundation Stage).
- Dispel development of prejudice, stereotyping and discrimination that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs.
- We implement the Characteristics of Effective Learning to ensure we acknowledge the different ways children learn which are Playing and Exploring – Engagement, Active Learning- Motivation, Creating and Thinking Critically - Thinking
- Strengthen, acknowledge, promote and celebrate the child's positive sense of identity as a member of many different groups – family, socio economic background, culture, linguistic group, race, and gender. It is our policy to enhance positive attitudes to human differences.
- To develop the child's social competence such as the ability to accept other people's opinions, express feelings appropriately, resolve conflicts with others, care for one's own needs, show concern for others.
- We will create an awareness of the different needs of others and encourage children to live harmoniously as caring members of today's society in the Nursery setting.
- Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
- Give children skills and knowledge to understand and manage difficult situations.
- Learn to make safer choices.
- Learn to recognise, understand and manage risks.
- Broaden the child's cultural experiences and to develop respect and appreciation for differences among people – be it speech patterns, food, home, religion, culture, languages, appearance, lifestyle, topics and ideas.
- Staff should encourage and explain the importance of tolerant behavior such as sharing and respecting other's opinions.
- Promote a positive attitude to children with disabilities.
- Work in partnership with home and the setting to create effective and reciprocal relationships.
- Parents are welcome to present 'Show and Tell' and talk to the children about their culture, religion, occupation, language, family or pets.
- To ensure the Nursery has opportunities for all children to develop to their full potential.
- Work with external agencies to promote any areas and to give all staff and children equal opportunities.

- Work with people in our local and wider community.
- Provide information for parents, with practitioners speaking another language communicating important information to parents when necessary.
- Promote a positive attitude to children's physical appearance. We encourage the children to be aware of different coloured skin, facial appearance e.g. glasses and hair using various multi-cultural resources as below.

Resources

- Concepts common to all cultures are valued and encouraged throughout the Nursery e.g. music, drama, songs, puppets, dolls, role play, puzzles, pictures, games, food and clothing.
- We will use visual time table within the classroom to help children with the routine and language.
- We will use individual visual photographic timetables for children who require them.
- We promote British values within the nursery.
- We acknowledge a wide variety of religious and cultural festivals.
- Nursery materials reflect diversity in our world, e.g. cooking utensils, puzzles, general toys, puppets, games, dolls, non-fiction and fiction books.
- Visual aids portray people positively in a variety of roles and cultures. Differences are shown to be normal, familiar, acceptable and useful.
- Both sexes are encouraged to use all areas and activities.
- Parental involvement - a parent can do 'Show & Tell' to the children and present their hobby, culture or the job they do, read a story etc.
- Children are encouraged to express their feelings and opinions to their peers.
- Children are encouraged to problem solve and use their own initiative.
- Children are given responsibilities and encouraged to participate in all areas of learning.
- Co-operative activities are planned in the curriculum and encouraged in all areas of the Nursery. These provide opportunities for social interaction, communication and the experience of others point of view. Efforts to expand the children's awareness of others, their capacity to communicate, their willingness and ability to co-operate and their sense of social responsibility should be emphasized throughout their lives.

Illnesses Policy

We have a full list of childhood illnesses, please follow our policies below. All our exclusion periods are taken from the Health Protection Agency. If there happened to be an outbreak of a serious contagious ailment the Health Protection Agency and Ofsted would be informed.

ILLNESS	EARLY SYMPTOMS	INCUBATION PERIOD	WHEN INFECTIOUS	END OF EXCLUSION PERIOD
Chicken Pox	May be a slight fever, headache, nausea. Spots appear on the 2nd day starting usually on the trunk.	14-21 days	From 1-2 days before the spots appear 7 days after the last spot appears.	Not less than 5 days after the onset dried lesions are not-infectious.
Conjunctivitis	Sore eyes, inflamed with discharge & watering.	1 day	Highly contagious spread by hand & objects touched.	24 hours after treatment has commenced.
Diarrhoea & Or Vomiting	Very loose stools and watery consistency.	48 hours	Contagious	48 hours from last episode of diarrhoea & or vomiting.
German Measles (Rubella)	May be fever, sore throat, stiff neck & rash after 1 or 2 days, usually starts on face.	14-21 Days	7 days before until at least 5 days after appearance of rash.	5 days after the onset of the rash.
Hand, Foot & Mouth <i>Not Related To Hand & Mouth)</i>	Sudden onset of fever, sore throat, small greyish blisters in the mouth, which may also occur on the palms, fingers & soles.	3-5 days (usually)	A child with hand foot and mouth disease is highly contagious, which lasts around a week after symptoms begin.	It is normally safe to return to Nursery once the symptoms have passed and any blisters have dried over.
Head Lice	Itching of the head	7-10 days from hatching to reproducing.	Contagious until treated.	Once treated.
Impetigo	Blisters spreading at the edges that are raised, thick, yellow crusts when they break.	4-10 days	Contagious spread by hand & objects touched.	Once skin has completely healed.
Measles	Cough cold, fever of chill. Sore eyes white spots in the mouth 1-2 days after 3-4 days to the face, neck & chest.	10-15 days	From pre-rash symptoms until at least 5 days after the rash.	5 days after the appearance of the rash.
Ringworm	Round red areas with raised edges.	10-11 days	Contagious spread by scratching & material under fingernails.	24 hours after treatment has commenced as long as treated are can be completely covered.

Scarlet Fever	Sore throat, headache, fever, nausea and vomiting. After 12 to 48 hours the characteristic fine red rash develops (if you touch it, it feels like sandpaper).	1-7 days	Highly contagious and spread by contact.	24 hours after starting antibiotics.
Slapped Cheek Syndrome	High temperature (fever) of 38C (100.4F), although your child's temperature will not usually rise above 38.5C (101F). Sore throat, headache, upset stomach, feeling tired, itchy skin. In many cases these symptoms do not occur, or are so mild as to be barely noticeable.	N/A	During the first stage of symptoms, your child will be most contagious.	When the rash has appeared, children are able to come back to Nursery after day 2 of this rash appearing.
Threadworm	Irritation around d rectum at night	10-11 days	Contagious, spread very rapidly by contact with clothing.	24 hours after treatment has commenced.
Whooping Cough (Pertussis)	Catarrhal stage with fever for one week before onset of paroxysmal cough, later with a whoop.	7-10 days	7 days before. Greatest in catarrhal stage, decreasing until 21 days after onset of paroxysmal cough.	5 days from commencing antibiotic treatment or 21 days from onset of illness if no antibiotic treatment

We do ask for all parents to contact the nursery to discuss when their child will be allowed to return to Nursery after a child has had any contagious illness or where we feel it is in all the children's best interest.

Temperatures

- If a child has a temperature of 38 degrees Celsius, the Manager/Deputy/Senior Practitioner of the Nursery should be informed immediately.
- We always use a temperature monitoring chart.
- We call the parents immediately if the child's temperature has continued to rise after using the temperature monitoring chart/if the temperature has risen to 39 degrees/or if there has been a virus within the Nursery.
- The average temperature of a child is roughly between 36 degrees to 37.2 degrees, once it rises over 38 monitor it every 20 minutes using the temperature monitoring chart, being consistent with the type and place you are monitoring i.e. always use the forehead and strip thermometer.
- Cool the child down with a damp cloth and by removing clothing.
- If the child's temperature rises over 39.5 then call the Manager or Senior Practitioner/Supervisor.
- If you cannot reach the parent or emergency contact and the child's temperature is 40 call 999.
- If a child overheats they could get a febrile convulsion, call 999 immediately.

Calpol

- Calpol is only given if the parent has provided the medication and has completed the appropriate forms and the parent must be called prior to administering Calpol to ensure that the dosage is given at the appropriate time.
- Always check the child's Medical form to ensure they are not allergic to Calpol.
- Exceptional circumstances are: A child's temperature is extremely high, 39+ and the child is at risk of a febrile convulsion. This judgement will be taken by the Manager/Deputy of Senior Practitioner of the Nursery; and the Manager must be contacted either before or after. Consider how high the temperature is, how far away the parent is from getting to the nursery and any other symptoms.
- The parent must be called.
- We have a medical agreement from the parent to authorise Calpol being given due to the child's medical situation.
- If the decision is made to give Calpol then the parent must email or have submitted consent before the Calpol is given and sign the medicine form upon arrival at the nursery.
- Calpol is kept at the Nursery in a locked cupboard.
- The Manager/Deputy or Senior Practitioner can only give Calpol. There must be a witness in attendance.
- A parent or carer must still come and collect the child

Cuts and Bruises

- When a child enters the Nursery with a bruise or cut or any other visual injury it has to be recorded on the 'Injury at Home Form' - this relates to Child Protection. A child who is old enough can explain to the key person how it happened and document it. A parent or carer must sign the form once they have described how the injury happened (not in ear shot of the child).
- If a child bumps a part of his or her body at Nursery, place a cool compress on the area.
- If the wound presents itself as a cut and the skin is split and bleeding, a cold-water compress should be applied.
- Plasters can only be used if the child has no known allergies to plasters.
- All accidents that occur at Kiddy Planet have to be recorded on an accident/incident form and signed by the parents or carers on collection, **this is very important.**

Head Injury

- If a child bumps his/her head and does not lose consciousness, a compress can be applied (All parents should have signed a First aid permission form).
- Staff should take a photograph of a visual bump or facial injury (If the parent has consented to this) and attach this to the accident form.
- The child's parents are always called with any bump or injury to the head or face and parents can come to see the bump/injury if they want to or take their child to the Doctor.
- All accidents should be documented on an accident sheet and the parent should sign it on collection. If a carer is collecting a Manager, Deputy or Senior Practitioner must have spoken to the parent regarding the accident.
- It is very important that any form is given to the parent or carer on collection.
- If a child bumps his/her head and becomes delirious or unconscious, the Manager or Deputy of the Nursery will call 999; the parents and the Manager [if absent] or a Director are all to be informed immediately.
- Any bump to the head needs to be monitored for signs of concussion (Dilated pupils, sickness, blurred vision and confusion). If the child has any of these signs call 999.
- Ofsted should be notified if a child is in hospital over 24 hours.
- Other practitioners must be informed about the head injury if they are doing a hand over of the child e.g. if you have to leave for lunch, prep or they are going home.

Epilepsy

This has been written in line with information provided by Epilepsy Action, The Department for Education and staff.

Aims

Kiddy Planet recognises that epilepsy is a common condition affecting children and welcomes all children with epilepsy to the nursery. We will aim to support children with epilepsy in all aspects of nursery life and encourage them to achieve their full potential. This will be done by having a policy in place that is understood by all nursery staff, including supply staff. This policy ensures that all relevant staff receive in-house training about epilepsy and if necessary, about administering emergency medicines. All new staff and supply staff will also receive training.

What to do when a child with epilepsy joins our Nursery

When a child with epilepsy joins our nursery, or a current pupil is diagnosed with the condition, the Nursery Manager or Key Worker should arrange a meeting with the parents (and pupil, if appropriate) to establish how the epilepsy may affect their life in the nursery; this should include the implications of learning, playing and social development, and out of nursery activities. They will also discuss any special arrangements that the pupil may require.

With the parents' and pupil's permission, epilepsy will be addressed as a whole nursery issue through circle times if it is thought necessary. Children in the same class will be introduced to epilepsy in a way that they will understand, possibly through the use of story books or simple factual books. This will ensure that the child's classmates are not frightened if the child has a seizure in class.

Record Keeping

The parents in consultation with the nursery will prepare an individual health care plan (IHP) for the pupil which is signed by both parties. In addition, there will be an information pack for supply practitioners which will give brief details of the child's condition and what to do in an emergency. All staff will be given a brief action plan to follow in case of a fit.

Medicines

The individual healthcare plan will identify any medicine or first aid issues of which staff needs to be aware. It will state whether the pupil requires emergency medicine and what type of medicine. If the pupil requires emergency medicine, then the plan will also contain details of the correct storage procedures.

First Aid

First Aid for the pupil's seizure type will be included on their IHP and all staff will receive basic training on administering first aid. The procedure for giving basic first aid for tonic clonic seizures will be displayed prominently in the child's classroom.

Learning and Behaviour

Kiddy Planet recognises that children with epilepsy can have additional educational needs because of their condition. If this is the case, the procedures for helping children with additional needs will be put in place.

Nursery Environment

Kiddy Planet recognises the importance of having an environment that supports the needs of children with epilepsy. Any child suffering from epilepsy will be able to rest in a quiet place if necessary away from other children. The above policy applies equally within the nursery and at any outdoor activities organised by the nursery, including visits. Any concerns held by the pupil or parent, or member of staff will be addressed at a meeting prior to the activity or visit.

Action Plan in case of an epileptic fit (grand mal)

In a classroom or inside nursery:

1. Clear a space around the child so that they do not hit themselves on anything.
2. Put something under their head.
3. **NEVER TRY TO PUT ANYTHING INTO THE MOUTH.**
4. Start to time the fit.
5. ***Get all the other children out of the classroom / area immediately.***
6. Call for help to the office / other practitioners
7. If the fit lasts more than 5 minutes, get someone to dial 999 and state that the child is having a **tonic, clonic seizure.**
8. Ask someone to phone the child's parents to inform them and ask them to come to the nursery
9. When the fit has finished, stay with the child and reassure them.
10. Do not give them any food or drink until they are fully recovered.
11. Roll them into the recovery position if possible.

Unseen accidents/incident

Children may have an accident or incident that is not seen by a practitioner.

- If a child says they have hurt themselves and it was not witnessed, treat them the same way you would if you had witnessed the accident. Find out where it hurts and treat with first aid.
- If it is an accident to the head, inform the Nursery Manager and treat it as you would any bump to the head.
- Fill out an accident report stating the time, what the child says happened and how you treated it being sure to make it clear that the accident was unseen.

Serious Accidents

- Inform your Manager of Nursery immediately, the Manager or Deputy will call 999 and the Nursery's office or a senior member of the team would call the child's parents. If the child is in Grasshoppers the room leader can call 999 ONLY if it is an EMERGENCY however, they must inform the Manager or Deputy. The Deputy/Senior Practitioner must contact the Manager if they are not present.
- Comfort the child and apply first aid.
- Make sure the other children are moved away.
- When the ambulance arrives, inform the paramedics about the accident, ask which hospital they are going to (to let the parents know).
- The practitioner who the child is most comfortable with should go with the child to hospital if the parent or carer has not arrived at Nursery.
- The child's file should go with them in the ambulance as it has relevant medical information on it.
- The practitioner should take a mobile phone and money to get back to Nursery on the bus.
- The practitioner will stay with the child until the parent arrives at the hospital.
- The practitioner will be responsible for taking the child's file back to Nursery. The practitioner is responsible for informing the Manager of Nursery of any progress.
- The Manager of Nursery and /or the Director will call the parents to find out how the child is.
- A report must be written of what happened; place, time, ratios, witness, who was involved and what was said by the practitioner/Manager of Nursery or relevant senior practitioner.
- If it is an extremely serious accident Ofsted and the Health and Safety Executive (HSE) will be notified.
- The Manager/Supervisor/Deputy will make an report to RIDDOR in any occurrence of:
 - an injury
 - a dangerous occurrence
 - a case of disease
 - a flammable gas incident
 - a dangerous gas fitting

Accidents at the Park or on a Trip

- The most senior practitioner at the park or on the trip must assess the accident or injury.
- Apply first aid (First Aid packs are taken to the park and trips).
- If the accident happens at a local park the practitioner must call the Manager to go to the park unless it is serious then call 999 immediately.
- The child must stay at the park with the practitioner and staff must wait for assistance if the injury could lead to a hospital visit.
- Notify the trip outings office of the accident e.g. if at a Museum, Post Office.
- The Nursery Office must be informed and they or a senior member of staff will contact the parents.
- Keep the Manager informed at all times.

Vomiting and Diarrhoea

If a child vomits the parents should be informed immediately via the office, as we do not want cross contamination across the classroom or a bug to spread. Keep the child as comfortable as possible and the child will be sent home immediately. The child cannot come back to Nursery until 48 hours after the last bout of sickness. If a child has one bout of Diarrhoea (liquid stools) the Manager of Nursery is informed. If they have two bouts then the parents have to be called and the child has to go home immediately. Children cannot come to Nursery for 48 hours after the last normal stool. On occasion parents become upset with the policy because it means 48 hours off Nursery. Parents may say the child has eaten

something the night before and does not have a bug. Unfortunately, the policy still applies. Parents are not always aware of the bugs going around and if the child is ill and at Nursery the whole class could have caught it by the end of a session. We rely on parent's honesty to maintain a healthy Nursery.

Coughs and Colds

If a child arrives at Nursery with a streaming nose, hacking cough, tired, not wanting to join in and generally unwell, then the Manager of Nursery should be informed, and they may ask parents to collect their child. Temperatures will be treated as above. If the cold is slight with a runny nose child are generally allowed to stay. It does depend on how unwell the child feels and the judgement of the Manager of Nursery.

Skin Rashes

If a child presents with a skin rash of any description, inform the Manager, Deputy or Senior Practitioner immediately. They will check the child's file for any information about allergies or eczema and so on. The parent and Manager, Deputy or Senior Practitioner will discuss whether or not the child should seek medical attention. If the Manager believes the child should seek medical attention, then the parent will be asked to come to the Nursery and collect their child. If there is any doubt, call 999 immediately.

All parents are contacted individually by email or letter regarding any childhood illnesses within the Nursery. We take all our advice from the Health Protection Agency and the NHS.

Medical Policy and Procedures

- All medicines should be given to the Manager, Deputy or senior practitioner of the Nursery.
- The medicine must be state the dosage, child's name & DOB must be shown on the medicine.
- The medical form must be filled in when the parent is handing over the medicine and the parent must sign.
- The Manager, Deputy or senior practitioner must write on the medicine form when the medicine has been administered to the child and a witness must observe this happening.
- The Manager, Deputy or senior practitioner must sign each time it is administered.
- A Parent or Carer can come into the Nursery to give medicine if they wish.
- We only give Calpol if a parent has given consent for us to administer to their child or if there is another medical reason which we have both the Doctor and Parental consent.
- Kiddy Planet does not provide any medication for children. Calpol and any other medicines should be provided by the parent in its original box which should be clearly marked with the child's name and the expiry date and must include the original spoon/syringe supplied with the medicine so that we can ensure the correct dosage is given.
- Medicine must be stored where stated on the label otherwise in the white cabinet in the reception area.

Food & Nutrition Policy

Aim

Kiddy Planet aims to provide a well-balanced, nutritious, and varied diet for the children.

Procedures

We will use the following procedures to promote healthy eating based upon recommendations in the Early Years Foundation Stage framework.

Food and Drink Provision

- Drinking water is provided and available for the children to drink at any time in the Classroom. Staff should verbally offer all children water on a regular basis. Children under 3 are visually shown a cup of water on a regular basis and are offered a cup of water in case they do not understand what the Practitioner is saying.
- We have fresh drinking water constantly available for the children. We inform the children about how to obtain the water and they can either help themselves or ask for water at any time during the session/day.
- Milk and water are provided at snack time.
- Visual pictures may also be used to show the children.

Food

- The snack menu provides the children with a tasty, nutritionally balanced, and healthy snack that will meet the children's individual dietary needs.
- Parents are notified of the days menu through the daily diary.
- No nuts are allowed on the premises.
- A variety of crudities, fruit, vegetables, croissants etc. are provided for all children. The children are not served biscuits or other sugary snacks.
- If a very young child arrives at Kiddy Planet and they are on pureed food, we ask the parent or guardian to provide food that can be warmed or prepared for the child at the nursery. We are unable to provide hot food.
- If a child remains at the nursery over the lunch time period parents must provide a packed lunch for the child.
- If at any time any of the child's dietary needs change, parents must inform Kiddy Planet in writing/via email.
- A meeting would be held with a child's parent who has many severe dietary requirements.
- If a child arrives in any of the baby rooms/creche and they still have a bottle, parents will be expected to leave written instructions for the key workers about times and amounts using the Parent/Home communication diary. Kiddy Planet can supply full fat cow's milk; we do not supply formula milk.
- It is the parents' responsibility to inform Kiddy Planet of any changes to their child's diet.

Meal Times

The eating environment and social aspects of meal times

We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met. We help the children to learn about a range of food, and of cultural approaches to meal times and eating, and to respect the differences among them. Meal times and break time are a time for the children to enjoy varied snacks, learn manners and when appropriate have conversations with our friends and key workers. We use meal and break times to help children to develop independence through making choices, serving food and drink and feeding themselves. Cultural differences will be respected at all times. Staff will be aware of and respect the ways different cultures traditionally eat. We use forks, knives, and spoons for meal times however we also teach the children that in various places using fingers or chopsticks is the norm. *We will not use food as a form of reward or punishment.*

Procedures

- Each child will wash their hands before eating, smaller children may be offered a wipe to clean their hands.
- Children are encouraged to sit on a chair at the table for the duration of lunch/tea.
- Each child will be encouraged to hold and use appropriate cutlery at every meal. The under 2's have a spoon to begin with, they will be helped to eat, however we encourage self-help skills as soon as possible. At approximately three years old the children will be encouraged to cut their food for themselves with help.
- The children will be encouraged to help themselves.
- Staff must wear food gloves and aprons to serve food. All tables and table cloths [if used] must be sprayed with antibacterial spray after any snack or meal.
- Children are to help themselves to snacks and fruit using a plate or bowl provided if necessary.
- If the children finish their food, they may be provided with a second helping if they ask for it.
- If a child does not eat their meal because they have fallen asleep practitioners will take the child for a nap and they must be offered their meal when they wake up.
- If a child has not eaten their packed lunch at lunch time and they are a full day child, they must be given lunch at 1.45pm-2.30pm which will keep them going until teatime.
- All full day children are given a snack in the morning and afternoon.
- If a child is repeatedly refusing to eat or being fussy, it is the Key Worker's responsibility to communicate with parents and thereafter discuss with the Manager. The parents, Manager and key workers will work together to decide a plan of action if necessary.
- A child would not go without any food unless they have chosen not to eat at all – we will always encourage children to eat but cannot force them.
- Each child is taken to wash their faces and hands before a snack at the sink/hand wash station; younger children may be given wipes to clean their hands with.
- If a child spills their drink or food, they are encouraged to help the Key Worker mop the spillage with white or blue towel (practical life exercise).
- Staff must record what the children have eaten on the daily diaries
- Often Key Workers are on their lunch break and another colleague is taking over the children for lunch. It is the responsibility of Key Workers to communicate with each other about the children in their care. For example, a full day child, who has not eaten, must have a substantial alternative at 2.00-2.30pm. If the Key Worker on duty just fills in the diary for the parent and does not inform the afternoon Practitioner, the child may spend the afternoon feeling hungry and also their behaviour may be affected. There may not be a case whereby a child may be repeatedly refusing to eat certain foods and the parent is not aware of it because the Key Worker has not commented on it.
- Any staff member preparing snacks MUST wear their hair tied back.

Allergies

Communicating with children and families

- Before a child starts to attend the Nursery, we find out from parents their children's dietary needs, including any allergies. Parents are to notify the Nursery of any intolerance or allergies a child has in writing or via email. Parents should write clear lists of what their child cannot eat.
- The Head/Deputy of Nursery is responsible at the beginning of each term to check each individual child's file for any changes in dietary requirements.
- The Nursery's Office is to pass any parent's communications about dietary information to the relevant Key Worker. The Key Worker is to confirm to the office to confirm they have received this information and have shared the information with any relevant staff.
- There are 'Allergy Alert' posters of the children with allergies in the reception and in each individual class room. All severe allergies are to be in RED, and very clearly written with a photograph and the sessions the child attends.
- All children with allergies will be monitored during meal times by their key worker.
- Children with a fruit allergy must have their fruit presented on a separate plate or bowl to avoid cross contamination from staff gloves.
- Any child who has prescribed Piriton and/or Epi-pens in the Nursery must have them prescribed by a Doctor.
- The dates on Epi-pens have to be checked on a regular basis and parents notified approximately a month prior to them expiring. Once a parent has brought in a new one the old one is returned to the parent to dispose of.

- If a child has a mild reaction, the Manager/Deputy of Nursery is notified, and they will give the child their medication immediately, they will also call the parent.
- If a child with an existing allergy has a severe reaction, then they must be given their own Epi-pen immediately and Call 999.
- If a child has a suspected mild allergic reaction, the Manager/Deputy of Nursery is notified, and they will call the parents to alert them. If a new food gives the child a severe allergy and the mouth or throat area becomes swollen, then their own Epi-pen must be used. A child should be placed in the recovery position to ensure their airway is kept clear and 999 called.
- A child's Epi pen must not be used on another child.
- It is a parent/guardian's responsibility to ensure their child's dietary and medical information is kept up to date by informing Kiddy Planet of any changes.
- We give parents guidance on healthy suggestions for packed lunches and snacks.

Celebrations and special occasions

Birthday cakes

For special occasions such as birthdays we suggest parents bring in a HEALTHY cake or muffins to share with their child's class. At break time we will sing 'Happy Birthday' and candles will be lit. In view of the number of children who suffer from allergies, nuts and peanut butter are absolutely not allowed in the Nursery and should not be used under any circumstances. Vigilance is to be exercised with any food coming into the Nursery. Unless it is stated that the product is 'nut free', it will **NOT** be allowed in the Nursery.

Learning opportunities

- We promote healthy living through our play activities.
- We will include opportunities to learn about food related topics (such as seasons, healthy eating, growing, life cycle and cooking) through role play activities, puzzles, storytelling, songs and games and the parents' participation.

Oral Health Policy

Policy

Children's health and wellbeing is of the utmost importance. Oral health is a key part of children's development and future health and wellbeing. This policy outlines our commitment to promoting oral health in the Nursery and will be displayed clearly within the Nursery and on our website.

Procedures

All staff, students and volunteers will be made aware of the provisions of this policy during their induction, including the importance of them setting a positive example to children and families. At least one member of staff will have attended oral health awareness training and will promote key messages to staff, parents/carers and families.

Food and Snacks

- Snacks provided for children will be tooth friendly
- Any food such as muffins/biscuits containing sugar will be restricted to party times only and will be provided on a limited basis
- Food will be provided by staff only, in accordance with our Nursery's Food and Nutrition Policy

Drinks

- Semi-Skimmed Milk and water only will be offered to children as drinks throughout the day
- No fizzy drinks will be served at Kiddy Planet Nursery
- From one year of age, feeding from a bottle will be discouraged. We use beakers and open cups.

Parents

- Parents will be asked to provide details of their child's doctor on enrolment
- Parents will be encouraged to continue a regular tooth brushing routine at home

Children

- Oral health will be included in nursery work and learning opportunities
- Oral health will feature as a theme at the nursery e.g. dental corner, stories, songs, poems, art, trip to the dentist
- Good oral hygiene will be encouraged at all times and tooth brushing sessions will take place during the day with parental permission.

Staff

- If active tooth brushing sessions are offered, staff will follow the tooth brushing guidelines and hygiene and storage procedure set out by the Leicester Public Health & Health Improvement Service.
- Appropriate training and information about relevant resources will be available to all staff
- Where possible, any medicines given should be sugar-free.

Physical Development & Purposeful Physical Play

Policy

Meeting children's physical needs is fundamental to their wellbeing. Growing and developing children who are physically well will have the energy and enthusiasm to benefit from the range of activities on offer to them.

Procedures

Kiddy Planet aims to provide children with opportunities to:

- Be active and interactive.
- Gain confidence in what they can do.
- Develop skills of co-ordination, control, manipulation and movement.
- Use all of the senses to explore and learn about the environment.
- Develop an understanding of the importance of physical activity and making healthy choices.
- Feel the positive benefits of being healthy and active on a regular basis.
- Develop a sense of wellbeing.
- Develop independence in self-care.

Curriculum

- Our curriculum ensures balance and relevant opportunities for all children. Children are always encouraged to think about the importance of their health and need to be physically active as an integral part of their learning.
- A wide range of purposeful physical play opportunities are offered to the children and evaluated regularly to ensure all needs and interests are met.
- The children have regular access to the outdoor environment where we have a variety of outdoor play resources to encourage physical development.
- A variety of fine motor skill activities e.g. messy play, practical life skills, using scissors, tracing, threading, writing, colouring, and manipulating construction materials are always on offer within the Nursery. Throughout all activities children are encouraged to move safely and use tools/equipment safely.
- Physical development and movement is linked closely to other aspects of children's learning. The programme for movement and purposeful physical play will incorporate emotional development and communication and language skills.

Positive Physical Activities

We provide access to a range of purposeful physical activity opportunities that engage their children, help them to love being active and enable them to progressively become confident learners capable of practicing on their own. Our staff facilitate purposeful physical play and movement by:

- planning for a wide range of physical opportunities
- providing stimulating equipment and materials
- ensuring daily access to energetic physical play e.g. trips to the park and movement sessions
- sharing and promoting simple safety rules
- encouraging large motor skills indoors/outdoors

Health & Safety

Policy

It is our aim at Kiddy Planet to comply with all relevant Health & Safety legislations and regulations and to provide a clean and healthy Nursery. We have a separate Health and Safety Policy which sets out our health and safety policies and procedures in full.

All staff must be aware of and abide by the Health and Safety Policy. This policy, along with all our policies are available to parents on request and on our website.

Food safety and hygiene

- All staff involved in the preparation of snacks must wear gloves and an apron
- Food preparation areas are cleaned before and after use.
- There are separate facilities for hand-washing and for washing-up.
- All surfaces are clean and non-porous.
- All utensils, crockery etc. are clean and stored appropriately.
- Waste food is disposed of daily.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- Staff will ensure children follow hygiene practices including washing hands before meals and cleaning up after meals.
- We notify the HPA should there be a break out of food poisoning
- We notify Ofsted of any food poisoning affecting two or more children looked after on the premises as soon as is reasonably practicable, but in any event within 14 days of the incident.

Healthy lifestyle promotion

- We encourage and promote breastfeeding within our setting and can provide facilities for breast feeding mothers
- We will encourage active play sessions and active movement at the setting through outdoor play and games.
- We have Busy Feet and Creative Movement to facilitate physical development

Smoking

Smoking is not permitted anywhere on the premises. This rule applies equally to staff, students, volunteers, parents/carers or any other visitors.

Pick Up/Late and Non-collection of a Child

Kiddy Planet closes promptly and parents requiring handover information about their child should aim to arrive 10 minutes before their booked pick up time to leave by the end of their session. In the best interest of all our children the staff do not work shifts and the majority work the whole day from Monday to Friday. Many of our staff have children to collect and must travel home and a parent being late delays a staff member's journey home and adds to an already long day. Any parent who is unable to collect at the allocated time needs to contact the Nursery Office immediately on 0116 251 4960 to allow us time to reassure the child and inform the nursery staff accordingly. We understand that on occasions a parent may be five minutes late due to unforeseen circumstances.

The following are our Nursery's procedures regarding collection.

- Every child who leaves Kiddy Planet will only be allowed out of the building with whoever is authorised on the child's registration form to pick them up and only if they know the correct password.
- On the registration form there is a section 'collection of your child' where parents have specifically named a contact on their behalf that is eligible to collect their child.
- If a parent wishes someone else to do a collection they must inform the nursery and the person must have ID upon arrival and the child's collection password before the child is allowed to go.
- Only a person over 18 years of age will be allowed to collect a child at any given time.
- If the staff member is at all worried the child will not be allowed to go home until the staff member has contacted the parents and gained their permission, staff should also ask the parent for a description of the person collecting the child and they should enter the information into the Communication Diary.
- If a parent/carer is late they would be contacted by mobile phone, email, home and work landlines until reached (unless the parent has phoned to say they are late)!
- In the event that a parent/carer arrives to collect a child who the Nursery deems is in an unfit state to take charge of the child, the Nursery may, with the Manager of Nursery's permission, keep the child at Nursery until an alternative collection arrangement can be made.
- It is important and imperative that a staff member reads a story or plays with the child until their parent/carer/emergency contact comes to collect them.
- If it is after closing time two members of staff must stay with the child one being either the Manager/Deputy of the Nursery and preferably one of the child's class Practitioners. Because of the additional staff costs a charge will be levied for every 5 minutes that a parent is late. Please contact the nursery for current charges.
- Any parent or carer who arrives after closing time onwards will be asked to sign the COMMUNICATION DIARY and if a parent or carer is repeatedly late they will be charged as Staff must leave promptly.
- Always inform the Manager/Deputy/Senior Practitioner if there is a child who is not collected by 45 minutes after their session and there is no news from the parents or emergency contact, the Manger/Director of the Nursery must be updated if this is the case.
- In the event we cannot contact the parent/carer by phone or email, we would phone/email their emergency contact details, which are in the child's file.
- If we were unsuccessful on the above action after 45 minutes the Manager of Nursery/Deputy Manager would contact the Police/Social Services.

Parents collecting children accompanied by other children and babies

Nursery Practitioners and other members of Staff within the Nursery are not permitted to care for any children/babies who are not registered with Kiddy Planet. Therefore, if a parent comes to collect their child they must keep their children/babies with them at all times and the care of the child during the time they are on the premises is the parent's responsibility.

Outings/Trips to the Park

Aims

It is the aim of Kiddy Planet to make sure all the children and staff going out on any trips is as safe and as organised as possible. It is our aim that as many classes as possible go to the park weather permitting during the week.

Procedures

- For trips not considered as 'local' (i.e. not within walking distance) parents are sent a trip letter that must be signed and dated before their child can go on a trip.
- On the registration form there is an allocated part for parents to sign and date giving prior permission for local outings to the park and library etc.
- The Manager or Deputy must know of any child that is not allowed to go on a trip.
- **A risk assessment of outings are always written up and are in the Risk Assessment file, if it is a new outing a risk assessment must be received from the venue and analysed.**
- When possible a staff member will visit the venue to assess the risks involved.
- Details of the trip plan including staff, numbers, transportation, mobile phone numbers, timing, safety, first aid, food etc. are always included.
- Water and a snack should be taken if the children are not taking a packed lunch.
- The Manager / Deputy of Nursery should have a schedule of all trips in case there is an emergency and in case the parents call with any queries.
- There must be a list of the children and staff in the Outings book/file in the office.
- Nursery mobile phones should be taken and/or an allocated member of staff's mobile.
- Nursery mobile numbers must be written in the outings book.
- All children wear high visibility jackets.
- First Aid/epi pens (if required for a child with allergies) must be included in the first aid bag.
- The ratios for outings depend on: the age of the children and where they are going.
 - 1-2 years: 4:9/12
 - 2-3 years: 3:8
 - 3-5 years: 2:8
- There are always two practitioners in the mini bus.
- We hire a mini bus with child seatbelts.
- The driver must know the location, how to get there and have a map.
- If walking locally children must wear hi-vis vests and walk using the walkodile/safety web, ensure all the children are on one side (away from the road) and are spaced out, so that if a child should fall they do not all fall like dominoes!
- Walking in pairs; they hold onto the walkodile/safety web, one practitioner in front one behind and one at the side between the children and the road.
- If there are any children who are slightly more boisterous, then a Key Worker should hold their hand to ensure they do not jump away from the group.
- Always wear the high visibility yellow safety jackets/vests to ensure you are seen by traffic.
- Always cross at the zebra/pelican crossing.
- If you have to cross at a side road or on the zebra crossing, make sure a staff member goes out in front to stop the traffic. The practitioner must stay in the road until all the children have crossed.

Trips to the Park

- Always go to a dog free area if possible.
- A Practitioner must risk assess the area for any objects and remove immediately before the children play.
- Ensure the gates to the play area are closed and the buggies are across the gates or a member of staff is stationed at the gate so the children cannot get out.
- Report any broken gates or fences to the Manager and/or senior management ASAP and ensure the children cannot escape while you are there. The Council must be informed immediately so they can repair the area.

Lost Child Policy

The aim is to ensure that all children who are on an outing or within the Nursery should be as safe and secure as possible. The Nursery have cameras around the Nursery and in the playground, and can see all the rooms and outside areas to view the children.

Procedures

- On outings a risk assessment is always done. The ratios are always covered.
- However, in the very unlikely event of a child going missing from the Nursery or on a trip a member of staff would search the area immediately and inform security at the venue.
- The member of staff would call the Nursery immediately to inform them what has happened, and the office would be responsible for sending back up for the other children at the vicinity.
- If the child is still lost after an allocated time, the parents of the child would be called by the Manager/Deputy of Nursery or Office and the Police will be contacted immediately, and a search party will be set up.
- The remainder of the children would return to the Nursery and the search would continue for the lost child.

Holiday Activities Scheme

- Our aim is to create a fun learning experience for the children that attend Holiday Play Scheme.
- We follow the Policies and Procedures that are relevant to the Holiday Play Scheme.
- Children can attend from 0 to 8 years; however, we do advise that the under 2 year olds already attend Kiddy Planet from a settling-in point of view.
- Holiday Activities Scheme is open to all children whether they attend Kiddy Planet or not.
- Bookings must be made in advance to the Nursery Office and Parents (if not already registered with the Nursery) must complete a booking form which details sleeping, dietary and medical requirements, security information, park permissions as well as parental contact information.
- Holiday Play Scheme runs at usual nursery opening times with special ‘mates’ rates’ sessions for children attending the Nursery.
- Each Holiday Play Scheme day has a different theme and the activities are based around this theme.
- The staff are our Kiddy Planet practitioners.
- Snacks are provided, we take into consideration all allergies, dietary and religious requests stated on the booking form. However, children staying all day must bring a packed lunch.
- There is either a Manager of Nursery or Deputy managing the Holiday Play Scheme.
- The Holiday Play Scheme may not be offered if there is not enough demand for places.

Working in Partnership with Parents Policy

Aim

Kiddy Planet believes it is important to work with parents to provide effective communication, enhance the partnership between parents and the Nursery and ensure everyone is working in the best interest of the children. Our aim is to be committed to working with parents at all times and suggestions on improving our quality of service are welcome.

Procedures


- Private Tour of Kiddy Planet prior to registering.
- If parents would like to know more about the educational curriculum or the operational side of the Nursery, they should speak to the office.
- We have a website; www.kiddyplanetnursery.co.uk where parents can obtain more information about our activities with the children and policies etc.
- Parent's evenings are held at least twice a year whereby parents and practitioners can converse for 15 minutes to discuss about their child's progress.
- The Nursery uses specialty software so that daily diaries and observations are automatically sent to parents to view. Parents are also given an update when collecting their child.
- End of year reports are sent out every summer.
- Two-Year-Old progress reports are given to parents and a meeting can be organized to discuss this further if required.
- Online Child Learning Journeys for every child in the Nursery are available online via the Parent Portal. Parents will receive notifications when new observations of their child have been sent. The Portal serves as a communication tool between Parents and the Nursery.
- Coffee mornings & Bake sales for charity.
- Picnic at the Park every summer.
- New Parents Introduction which includes information of what to expect for their child at Kiddy Planet prior to their child starting.
- Parents notice board for any relevant notices.
- An information pack is given to each parent at their child's registration.
- Termly Newsletter.
- Policies & Procedures are available to read at the nursery and on the website.
- Letters are sent out informing parents of certain changes within Kiddy Planet.
- Suggestions box is placed in the reception area for parents/carers to share with us any ideas.
- Complaints log- please read the complaints policy.
- Parents are able to talk to Practitioners/Key Workers every day.
- Kiddy Planet's email address and phone numbers are provided for parents to contact the Nursery.
- Confirmation letters are sent to the parents regarding places & invoices for fees are sent direct to their 'in box'.
- We use computer software to send out mass emails in the event of an emergency i.e nursery closure, fire or a traffic jam etc. to notify parents.

Code of Conduct for Parents and Carers

We are committed to ensuring that all children are safeguarded whilst in our care. You can help us to maintain our responsibilities in the following ways:

Please do:

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



Please refrain from:

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

Complaints Policy

Kiddy Planet prides itself on the quality of teaching and care for the children and the efficient administration of the Nursery. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns raised by any parent, staff member or child. If a parent expresses a grievance about a minor incident this may not amount to a complaint. However, if a parent has a serious complaint they can expect it to be treated with respect, care and prompt attention by Kiddy Planet in accordance to our procedure. We aim to work with parents and to eradicate any issues that may have been raised by a parent in a timely and a cohesive way. We hope by being open and talking through any areas of concern we will ensure complaints are resolved.

All early year's settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is made available to parents as well as to Ofsted inspectors.

Complaints Procedure

Stage 1

- Any parent who has any anxieties or a minor complaint about the day to day running of the Nursery should initially be addressed to the Key Worker or Senior Practitioner who will try and resolve any issues on the spot. If this is not sufficient, if the matter is regarded as more serious or if the parent is not comfortable to speak to the staff the parent should address their concerns directly to the Manager in person. If the Manager is unavailable at the time she would call the parent back the same day.
- The Nursery's Office would invite the parent or guardian in for a meeting with the Manager and Director to discuss and resolve the complaint.
- Parents can put their concerns or complaints in writing via email (or in the complaints log) to the Manager Mrs Asma Khilji, who will investigate the complaint and respond by phone, email or meeting.
- Complaints on an administrative level and administrative issues; sessions, notice period, letters or invoices–Please email the Nursery's Office and a meeting would be organised with the Manager/ Deputy Manager and the Administrator.
- All complaints will be treated in confidence. Immediate action will be given to any grievance a parent wishes to make. If the complaint is about an action of a member of staff, a full investigation would be made which would then require a subsequent meeting.
- We expect the meeting to have an amicable and conclusive outcome at this stage.

Stage 2

- If stage 1 does not have a satisfactory conclusion or if the issue arises again the parent moves to stage 2.
- If the complaint is not resolved the Manager will liaise with the parent.
- If there is a complaint about the welfare and safety of a child – a full investigation would be made, and the relevant professionals may be involved e.g. the Manager, Director, SENCO or Local Safeguarding Team, Police and Ofsted.

Stage 3

- If the parent is still not satisfied with the outcomes of the investigation, he or she can request a meeting with the owner or Director of the Nursery.
- If a solution is not concluded an arbitrator/mediator can be involved to settle the complaint (this person must be agreed by both parties and has no legal power).
- Ofsted could be contacted as below.

Kiddy Planet endeavours to work with all parents to ensure there is a positive solution in the best interest of all the children, staff and parents within the Nursery.

If a parent feels they should make an official complaint about Kiddy Planet Nursery which is related to the Statutory Framework of the Early Years Foundation Stage here are the following details:

OFSTED:	The Office for Standards in Education
Email:	enquiries@ofsted.gov.uk
Website:	www.ofsted.gov.uk
OFSTED Helpline:	0300 123 1231
Ofsted Complaints Line	0300 123 4234
Address	Ofsted Piccadilly Gate Store Street Manchester M1 2WD

Ofsted registration Number: EY490798 (Melbourne Centre)

Kiddy Planet Feedback/Complaint Log Information

Date and Time:

Child's Name:

Nursery:

Class:

Parent's Name:

Nature of Feedback/Complaint

Details of the Feedback/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)

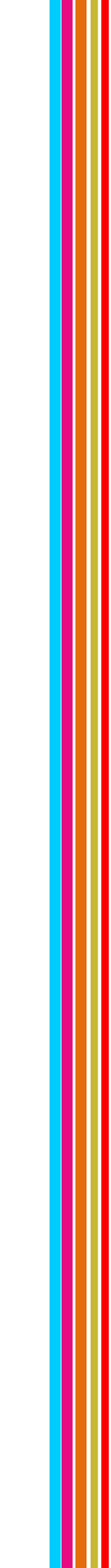
Actions and Outcomes Taken/To Be Taken:

Date to be completed by:

Completed By:

Date:

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.



Exclusion Policy and Procedures

Kiddy Planet reserves the right to suspend or exclude from the Nursery parents who have not adhered to the terms and conditions of the Nursery contract, not paid the Nursery fees or been consistently abusive to a member of staff.

Fire Safety

When you hear the fire alarm STOP, what you are doing and start to evacuate the building immediately.

- Line up your children and leave the class in a calm, orderly manner and proceed to the nearest fire exit.
- Do not stop to put on coats, shoes or nappies.
- The person in charge of Fire Duty should CALL 999 IMMEDIATELY!
- Make your way outside to the designated meeting point.
 - Nursery Playground (Melbourne Centre)
- All class tablets, registers, signing in and out sheets and the visitor's book, must be taken by the designated person if the fire alarm goes off. It is the responsibility of the designated person to take the First Aid bag out to the assembly point if the fire alarm goes off.
 - There is a first aid bag in each room and in the Reception.
- Be as quick and calm as you can. DO NOT PANIC.
- Once you reach the designated meeting point line the children up in their classes ready for a head count and register check. Then do a head count (adults).
- NEVER RETURN TO THE BUILDING ONCE THE ALARM HAS GONE OFF until told to do so by the fire brigade or the person in charge.
- Once the fire brigade has given the all clear, return to your classrooms in a calm & orderly manner.

Terrorist Incident Policy and Procedure

- In the unlikely event of a terrorist attack, which threatened the Nursery, all staff and children are to be directed to the Dolphins Room.
- If it did not threaten the Nursery in anyway the children and staff would continue their day in a calm manner and any talk of the incident should not affect the children.
- The Manager will liaise with Senior Room staff to ensure effective communication and to ensure the correct procedures are being followed.
- In the event of a gas attack the children would be given bottled water and all gas would be switched off.
- A list of emergency contact telephone numbers are kept in the Office. This must be kept up to date.
- Parents will be sent a message via the Parent Portal or phoned or emailed where possible regarding any updates on the situation.
- Staff will remain with the children until the parents/carers have collected them.
- If required, we will liaise with the Local Safeguarding Team, Ofsted and the Police.

Hoax Terrorist Telephone Call Incident

In the event that a telephone call is received into the nursery stating that there is an explosive device on the premises the following procedures will be followed:

- The person on the phone is to stay on the phone with the person to find out as much information as they can or by using the checklist available in the reception area
- Another member of staff is to call the Police to inform them of the situation
- The Manager will inform the classroom Practitioners
- The Practitioners will move the children away from the windows and will sit the children together under the tables
- The Practitioners are to complete head counts and check registers
- Other members of staff in the room who are not in the room with children will need to ensure that they move away from the windows and sit on the floor under the desks, until the Police say that it is safe.
- The Manager is to keep in contact with the Police until they have given the all clear
- The Nursery Office will send out an email to all parents advising them of the situation.

Security Policy

Aim

Front door security procedures

- Door duty will be the responsibility of the Receptionist/Deputy Manager or Senior Practitioner of the Nursery or another senior member of staff with authorisation. Only in unforeseen circumstances can another member of staff open the door with authorisation.
- If the buzzer goes at any other times the Manager or Deputy will open the door only if they recognise the person from the camera or are familiar with the person otherwise they must go to the door or speak to them on the intercom.
- If the person answering the buzzer has any doubts about the individual at the door they are to contact the Office, in these circumstances you must go to the door or speak to them on the intercom.
- Any visitor who wishes to enter the building for an inspection, or to check gas, electricity etc. has to show ID before entry and sign the visitors' book.
- Visitors are asked to sign and date the visitors' book including prospective parents.
- Parents/Carers are not to open the door to anyone as you enter or leave the Nursery. Never leave the door on the latch. Please pass this information onto anyone else collecting your child.

Backdoor Safety Procedures

- The back door is a fire exit and has to remain unlocked at all times.
- The back door must remain shut at all times.
- Never leave this door ajar.

Nursery Playground

The aim is to ensure the children who play in the playground are safe and secure at all times. It is important that the following procedures are followed at all times.

- Children must never be taken to the playground unless the safety barriers are in place.
- One member of staff must be near the secure gate and no member of the public enters without authorisation.
- The member of staff in the garden can only open the gate for the visitor if they are accompanied by a senior member of staff or if they are recognized as a current parent.
- The children should not be playing near any of the gates in either the small or large playground, ensure members of staff keep the children away from this area.
- The Manager or Deputy can always come out if another member of staff is required.
- Do not compromise the childrens' safety by not having the correct staff in place, the children always come first.

Outside Equipment/Time

It is our aim that all outside equipment is maintained and any broken toys will either be fixed or removed. The safety of the children is paramount. The children should be allowed to explore the appropriate resources for their stage and be given the opportunity to develop their physical development.

- One member of staff should be by a child as they are climbing the slide steps and on the slide.
- The parachute should always be used with staff.
- The mini trampoline/trampet must have a practitioner stationed by the side of it
- We risk assess the equipment and playgrounds daily
- Follow the Health and Safety Policy

Stairs

- Children are to be attended to at all times.
- Always ensure you have counted all the children after exiting the classroom.
- When the under 3s are going up or down the stairs: One practitioner must lead at the front, one in the middle and one at the back.
- Older children can be led from the front by one practitioner and if there is over 8 children there should be a practitioner at the back.
- NEVER let the children lead, if they fall the practitioner must be there to break their fall and catch them.
- Children must hold on to the banister in single file.
- Always ask for more help if you need it from the office or reception if necessary. If the children are very young, then get lots of help.
- If you ever feel nervous about numbers or safety, then take the children up one or two at a time and they can wait at the top with their backs against the wall or sitting on their bottom on the floor with a Practitioner.

Gates

- Always shut the gates and doors into any classrooms that have them, being mindful that there may be children coming up behind you.

Safeguarding/Child Protection Policies

Advice has been taken from the Working Together to Safeguard Children 2015, Keeping Children Safe in Education 2016 and with reference to the Local Safeguarding Children's Board and Statutory Framework.

Kiddy Planet is committed to equal opportunities without exception. It is its intention that no actual user, whether child or adult, or member of staff will receive less favourable treatment on the grounds of ethnic origin, colour, age, gender, disability, marital status, or sexual orientation. Kiddy Planet is committed to creating an ethos of inclusivity and tolerance where views, faiths, cultures, and races are valued and children are engaged with the wider community.

The Manager, and the Senior Practitioner are the Designated Officers in the Nursery. They have the appropriate training through the Local Early Years' Service. All staff have annual Safeguarding Training.

Safeguarding Definition

Ofsted adopts the definition of safeguarding used in the Children Act 2004 and in the Department for Education and Skills (now DfE) guidance document Working together to safeguard children, which focuses on safeguarding and promoting children's and learners' welfare.

This can be summarised as:

1. Protecting children and learners from maltreatment.
2. Preventing impairment of children's and learners' health or development.
3. Ensuring that children and learners are growing up in circumstances consistent with the provision of safe and effective care.
4. Undertaking that role so as to enable those children and learners to have optimum life chances and to enter adulthood successfully.

Policy

The care and safety of the child must always be paramount. Our aim is to create an environment where children are safe from abuse or maltreatment. Any suspicion of abuse is promptly and appropriately responded to.

- Recognise, respond, report, record, refer, re-refer and challenge if the situation does not seem to be improving.
- be aware of the children's physical and mental health through careful observations and reports.
- follow our procedures when there is any cause for concern
- dealing with concerns promptly and efficiently, keeping the rights and protection of the child as our main priority always.

Kiddy Planet will make all reasonable endeavours to support and work with the family of any child at the Nursery. All decisions and practices will be put in place for the best interests of the child.

All professionals working with a child has a role to play in identifying concerns, sharing information and taking prompt action, therefore Kiddy Planet understands the importance of partnership working and strong communication links internally and externally with the parents/carers and professionals from other agencies.

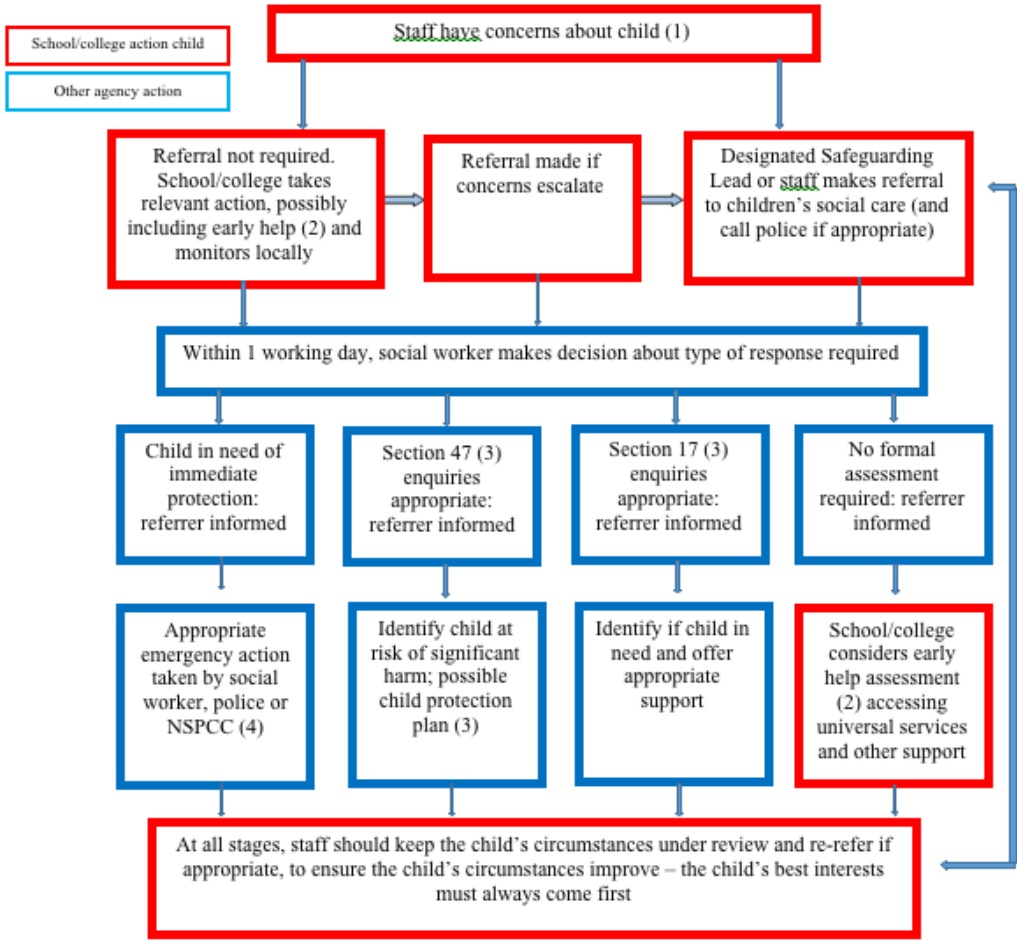
All staff members have access to all policies for Child protection, behaviour, staff code of conduct and safeguarding. The Nursery has a designated safeguarding Lead who will provide support to staff members to carry out their safeguarding duties and who will liaise closely with other services such as children's social care.

Staff Behaviour

- The staff members undertake a full induction where they receive training on the above policies and including how to respond to concerns and incidents and who to report these too.
- All staff members undertake safeguarding and child protection training to provide them with relevant skills and knowledge to safeguard children effectively.
- All staff undertake training events/continuous assessments and observations of their practice and knowledge to ensure that they understand their role in implementing the early help process¹. Including how they would identify emerging problems, liaise with the designated safeguarding lead, sharing information with other professionals to support early identification and assessment.

All staff members have access to all relevant legislations and policies for Child protection, behaviour, staff code of conduct and safeguarding

Referral of Safeguarding Concern



¹ in cases which also involve an allegation of abuse a staff member
² Early Help process means providing support as soon as a problem emerges at any point in a child's life. Where a child would benefit from coordinated early help inter-agency assessment should be arranged.
³ Under the Children Act 1989. Local authorities are required to provide services for children in need for the purposes of safeguarding and promoting welfare

Best Interests of the child

Kiddy Planet recognises the child throughout the Safeguarding referring process and the Early Help Process to ensure that the child's best interests are adhered to and the opinions of the child are at the heart of the process. Through the observation processes within the Nursery there are recordings of children's behaviour and expressions which provides valuable information and is included with the reporting process.

Collection of Children

In the event that a parent/carer arrives to collect a child who the Nursery deems is in an unfit state to take charge of the child, the Nursery may, with the Nursery Managers permission, keep the child at Nursery until an alternative collection arrangement can be made. ***The nursery will not release any child into the care of an emergency contact who has not been introduced to the nursery and does not have the child's collection password. In the absence of the correct password the child must not be handed over to the collecting person. In this situation the Police, LADO and Ofsted should be contacted immediately (contact details are on page 52).***

Absent child and parent

If a parent and child are absent from the Nursery for a significant period of time and they have not informed the Nursery of their absence. The Manager/Deputy of Nursery will contact the family to find out about their circumstances and whether they will be continuing to come to the Nursery. The family will be asked to provide in writing notification of their absence or withdrawal of their placement.

Looked after children

Looked After Children are those children who are the responsibility of the local authority which means a child who is subject to a care order (interim or full care order) or who is voluntarily accommodated by a local authority. Nursery Practitioners and staff working with the child are provided with all information regarding the child's circumstances and requirements. The contact arrangements with the parents and details of the parental responsibilities are also shared with the point of contact being the designated Safeguarding Lead, therefore communication links are built and maintained via the child's social worker and the point of contact within the Nursery. Each Looked After Child has a Personal Education Plan (PEP) and this is reviewed regularly.

Information Sharing Concerning Child Protection Issues

There are times when we are required to share information about a child or their family. These are when they are related to:

- Concerns a child is or may be suffering from physical, neglect, emotional, sexual abuse or related to the Prevent Duty.

Categories and definitions of abuse:

- **Physical Abuse**

Physical abuse may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces, illness in a child.

- **Emotional Abuse**

Emotional abuse is 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 as far as they meet the needs of another person. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **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. Neglect may involve a parent failing to:

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

- **Sexual Abuse**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts.

- **Fabricated or induction of illness in a child**

If as a result of a parent or a carer's behaviour, there is concern that the child is or likely to suffer significant harm, this guidance should be followed. The key issue is not what term to use to describe this type of abuse, but the impact of fabricated or induced illness on the child's health and development, and consideration of how best to safeguard and promote the child's welfare. There are three main ways of the carer fabricating or inducing illness in a child. These are not mutually exclusive and include:

- Fabrication of signs and symptoms. This may include fabrication of past medical history;
- Fabrication of signs and symptoms and falsification of hospital charts and records, and specimens of bodily fluids. This may also include falsification of letters and documents;
- Induction of illness by a variety of means.

Prevent Duty

Kiddy Planet takes the Prevent Duty extremely seriously.

The prevent duty has four general themes and also comes under Safeguarding:

- Risk Assessment
- Working in Partnership
- Staff Training
- IT Policy

Kiddy Planet is committed to protecting children from the risk of radicalisation and identifying children who may be vulnerable to radicalisation and extremism. This is a vocal or active opposition to the fundamental British values including:

- Democracy
- The rule of law
- Individual liberty
- Mutual respect and tolerance of different faiths and benefits.

We promote British values as an integral part of our Early Years Foundation Stage curriculum. For example:

- Children learn about the principles of democracy because they are involved in decision making and have choices about where they play and what they play with.
- The rule of law features throughout our approach to supporting children's behaviour, within the resources we have, to identify people who help us such as police officers.
- We focus on building children's self-confidence and encourage their thinking skills to endorse the principles behind the value of individual liberty.
- We are committed to ensuring equality of opportunity and all cultures and beliefs are valued and promoted through a range of activities such as learning about different cultural festivals and proactively challenging negative attitudes and stereotypes.

These principles form an integral part of Kiddy Planet Nursery and can be seen in practice linking to the seven areas of the Early Learning Goals and the characteristics of effective teaching and learning.

As with other behaviours, staff are alert to those that would be a cause for concern and have an impact on children's well-being and safety.

These are:

- Staff know the procedures to take if they are concerned about a child's behaviour and can swiftly identify children who may be at risk of radicalisation.
- Staff would record information to share if need be with the police, Prevent co-ordinators, channel police practitioners and their LSCB. They would also work in close partnership with these professionals and organisations, to endeavour to safeguard children.
- In line with equality of opportunity, challenge and discuss with children negative stereotypes and attitudes – this is closely linked to children's personal, social and emotional development

As with any other safeguarding risk, staff must take action when they observe behaviour of concern as set out in our safeguarding procedures. Kiddy Planet staff should understand when it is appropriate to make referral to the Channel programme, which focusses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. We would liaise with our Local Safeguarding Children's Board.

Procedures in relation to a child:

- Where a concern arises in relation to the safeguarding of a specific child, that child's parents are normally the first point of contact, **unless it is not considered appropriate to inform them of the concern before seeking guidance from Social Services or an appropriate agency.**
- Any person having concern for the welfare of a child should at once raise the matter with the Designated Lead (Asma Khilji). The Designated Lead will, having regard to any guidance from external bodies, take such action as seems appropriate to minimise any further risk to the child.
- A pre-existing injuries form is available in all classes and must be signed by a parent. Document and cuts, bruises or marks that are on a child when they enter the Nursery, always inform your Manager Nursery before they are filed.
- Parents can consent to signing pre-existing sheets with photographs as evidence of them being aware of the bruise or injury.
- Observing children for changes in behaviour and refer to the Designated Person.
- The practitioners will use **TED** (Tell me, Explain to me and Describe) questions whilst conversing with a child.
- You will be asked to complete a cause for concern form – in as much detail as possible. Document physical injuries/behaviour changes/what children have said. (Body map may also be used to plot injuries). Also, document any discussions with parents.
- A conversation or meeting will be held to discuss the appropriate action if necessary to do so.
- The Designated Lead will make a referral if there is any doubt to Local Authority Children's Social Services.
- Remember to always focus on the needs of the child when dealing with a case of suspected abuse, this will keep you focused and **never ask questions to the child which could influence the outcome, however listen to what they may say with understanding and without interpretation.**
- Accurate records will be kept of all calls, minutes and outcomes relevant to the matter insofar as possible. All records will be treated as highly confidential and kept locked in a separate file. They will not be accessible to anyone within Kiddy Planet other than the Designated Lead.
- The Local Multi Agency Safeguarding Children's Board (including Police, Health and Social Services) potentially would become part of the investigation depending on the severity including notification to Ofsted/MASH (Multi Agency Safeguarding Hub).
- Any child with an EHCP should have a key worker at the Council and Social Workers may be involved.
- If any member of staff is concerned about a colleague at work mistreating or abusing a child, they are to report it immediately to the Designated Person.
- If a Child Abuse allegation is made against the Manager or her Deputy, the Director is immediately notified.
- Please see additional information given on 'Working together to Safeguard Children' and Keeping children safe in education.

Responding to and Managing Allegations against Professionals

The Manager and Director are always immediately contacted. Any serious suspicions will be referred to the Social Services and Ofsted as well as the Local Safeguarding Children's Board who will conduct investigations as well as the DBS

You must refer to LADO if you believe that any professional (including the setting Manager or any other senior member of staff) has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child; or
- Behaved towards a child or children in a way that indicates he or she would pose a risk or harm to children.

Under no circumstances will the Nursery allow a member of staff, student or volunteer to be 'let go' or resign where an allegation of childcare-related misconduct has been made.

We fully adhere to the EYFS 2017 and staff is informed of the signs to be aware of if they are concerned about any adults (staff, parent, volunteer and student) behavior.

The EYFS 2017 (3.6) states: **'inappropriate behavior displayed by other members of staff, or any other person working with the children. For example: inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.'**

Allegations against staff in their personal life:

A referral should be made if an allegation or concern arises about a member of staff, outside of their work with children, and this may prevent a risk of harm to child/children for whom the member of staff is responsible.

In the event of an allegation being made against a member of staff, the Manager (Designated Safeguarding Lead) would contact the **LADO (Local Authority Designated Officer)**. Should the allegation go further the Multi-Agency Local Safeguarding Board which includes the Police, Social Services and Ofsted would be involved. The staff member will be suspended while the investigations are carried out and to protect the staff member and any family members involved. To protect all those involved the member of staff will be advised not to contact the staff, children or families connected to the Nursery during the investigation.

Kiddy Planet recognises that staff involved in a child protection issue will find it distressing and will endeavor to offer support and guidance accordingly.

Risk Assessments

Kiddy Planet Nursery undertakes a variety of risk assessments that cover safeguarding children, Health & Safety, activities and play equipment, visitors, and outings. The list is not exhaustive and includes planning, documentation and additional information contained in our policies and procedures.

- Daily walk through assessments on building grounds and equipment
- Regular assessments of office equipment, electrical appliances and equipment
- Full and detailed risk assessment of premises
- New assessments for a hazard not previously identified; ie; new event or activity

The Nursery Manager or a member of the senior team will identify a potential hazard and discuss the need to carry out a risk assessment. This may be completed by any member of the senior team, however it will be agreed and signed off by the Nursery Manager before implementation. Daily Risk assessments are kept in the Managers Office. Risk assessments for nursery rooms and playground are kept in the Risk Assessment book in the nursery room. Risk assessment reviews are undertaken periodically throughout the year, or when changes to risk occur.

Staff responsibility

Stringent risk assessments and Health & Safety reviews are evidence of good practice in a busy nursery environment. However, it is never possible to eliminate every hazard, indeed within the Early Years Foundation Stage children are expected to develop 'risk taking' within a secure environment. Adults working as a team within the nursery are best placed to identify and act upon any hazards or concerns that become apparent during the working day.

- All staff are expected to be vigilant when working in the nursery building or grounds, and to report any potential hazards to their supervisor or manager
- Prior to any event held on nursery premises senior staff will be expected to review or amend existing risk assessments, or put in place new documentation
- Outings to play areas or organised events off site not previously attended must be visited by the supervisor/ manager and a risk assessment recorded prior the outing taking place

External Contacts

If an allegation has been made against a member of staff, the Local Authority designated officer (LADO) or OFSTED should be alerted:

Leicester City Council LADO based within the Safeguarding Unit

Email: Lado-allegations-referrals@leicester.gov.uk

Tel: 0116 454 2440

For any safeguarding issues or concerns regarding children please contact the Social Care team or Ofstead:

Early Help and Children's Social Care

0116 454 1004

Email: early-help@leicester.gov.uk

OFSTED:	The Office for Standards in Education
Email:	enquiries@ofsted.gov.uk
Website:	www.ofsted.gov.uk
OFSTED Helpline:	0300 123 1231
Ofsted Complaints Line	0300 123 4234
Address	Ofsted
Piccadilly Gate Store Street	
Manchester	
M1 2WD	

Recruitment Policy

Kiddy Planet is committed to safeguarding and promoting the welfare of children and young people and expects all staff, students and volunteers to share this commitment.

It is the aim at Kiddy Planet to recruit employees from all sectors. As a prospective employer, the company and its officers are committed to equal opportunities, amongst employees and prospective employees and does not discriminate against any application by their gender, sexual orientation, age, race, creed, colour or disability in accordance with employment law.

It is a criminal offence to employ a person to work in connection with early or later years' provision who is disqualified from doing so under the Regulations. It is also an offence for a disqualified person to provide early or later years' provision or to be directly concerned in its management.

At Kiddy Planet it is our duty to safeguard and promote the children's welfare as clearly stated in the 'Working Together to Safeguard Children' and 'Keeping Children Safe in Education 2016' documents. It will be stated in the job application form that posts within the Nursery are exempt from provisions of the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.

Careful attention is made to an applicant's training, experience, qualification and character. It is the Nursery's policy to check two references, the applicant's qualifications, passport and visa (if from overseas). In addition to taking all reasonable steps to ensure that the applicant would be suitable for the position. A candidate is sent a Confidential Application form which is signed on the day she or he attends an interview or afterwards. Any future employee is also sent a Job role and are offered a trial day should their application and interview be successful.

The Manager is responsible for holding the interviews and has attended the Safer Recruitment Course.

An enhanced disclosure is always required when working within our Nursery this is done by the Disclosure Barring Service until a member of staff has had this cleared they are not allowed to be left with the children alone or take them to the loo or change nappies. All overseas practitioners are asked to provide their respective countries Police Clearance where possible.

All employees will have to complete an Induction day/session and be mentored throughout their probationary period (Please see separate Induction Policy). During this time a full contract of employment is issued. Staff are made aware of the Staff and Nursery policies and must sign to confirm their agreement and understanding.

There is a probationary period of twelve weeks whereby one week's notice may be given on either side after a staff member has successfully completed their probationary period it is a full term's written notice to Mrs Asma Khilji, Manager of the Nursery.

Procedures

- Kiddy Planet may publicly advertise the positions available in any professional child care agency, on the Nursery website, childcare websites, Colleges, Universities, national papers, Indeed or Nursery World.
- The Deputy/Manager processes all job applications and CVs.
- Prospective candidates must fill in a Confidential Application Form.
- A future employee will be given a job description.
- All contracts are signed by the member of staff.
- The candidate applying for the position will be interviewed using set interview questions.
- The senior staff member interviewing potential candidates has attended the Safer Recruitment Course.
- If the interview is successful, the candidate will be offered a trial day or perhaps more which will give them an idea of a day and for Kiddy Planet to assess the candidate interacting with the children and staff team.
- A senior member of Kiddy Planet would observe the candidate and give a trial feedback sheet.

- Should the candidate be successful, references are checked, and an offer of employment is made
- On the staff member's first day they have an Induction morning/day and will go through the Policies and Procedures, Safeguarding, Prevent Duty, British Values, staff policies and all the relevant forms before being placed in a classroom.
- The probationary period is twelve weeks with one week's notice or with mutual agreement more or less.
- During the probationary period – the new employee will be observed and have a mentor within their classroom.
- Kiddy Planet can extend this probationary period as required if more time is needed to assess a candidate's performance.
- During the latter end of the probationary period there will be a probationary appraisal meeting.
- If both parties agree to continue the employment, then a letter to acknowledge this will be issued.
- It is a four-week notice period for any member of staff wishes to leave. This has to be in writing or via email on to the Manager of the Nursery.

Student Placements and Volunteers

At Kiddy Planet we welcome students who are on placements from College or University, who are studying for their child care courses, Diplomas or Degrees.

Students must have written authorisation by their tutor or college as being enrolled on a child care course. Students gaining any information on the children or families or staff within Kiddy Planet must **remain confidential**. Any students would have a shorter interview and have a Volunteer disclosure via the DBS (Disclosure Barring Service) from their Educational body.

No students are allowed to change nappies, go to the loo alone with a child or be left in a classroom alone and will not be admitted in numbers which hinder the work of the nursery.

All students are given an induction and have to read our Policies and Procedures in accordance with our Safeguarding and Safer Recruitment processes. The students have a mentor within their designated classroom who is a minimum Level 3/Early Years Educator Practitioner with experience.

On occasion, we may have volunteers who may be on a Duke Of Edinburgh or Childcare courses. Students and volunteers are not counted towards the ratio unless otherwise agreed and would be supervised at all times. They are not left alone with the children or allowed to change nappies or go to the bathrooms with the children. The Volunteers are fully supervised at all times and are never left alone with children.

Suitability checks for existing staff

At the time of supervision and/or appraisal meetings the staff are provided with a form to sign which requests an update of their suitability to work with children. The form asks the member of staff to inform the Nursery whether their situation has changed in particular whether they have been banned from caring for children or if they live with anyone who has been banned from caring for children.

If the member of staff informs the Nursery that they are not suitable to care for children the DBS will be informed, this will be as soon as possible after the resignation or removal of the individual. This may be where a child or vulnerable adult has been harmed or where the individual has received a caution or conviction for a relevant offence, or if there is reason to believe that individual has committed a listed relevant offence; and that individual has been removed from working (paid or unpaid) in regulated activity, or would have been removed had they not left. DBS will consider whether to bar the person.

External Professionals Support

At Kiddy Planet we work together with many external professionals who will attend our Nursery to observe a child who may require additional support within the Nursery and at home. If a child requires support or therapy the external professional such as Speech and Language therapist is more than welcome to work with the child at Kiddy Planet. The therapist can provide strategies in a report which will be given to the SENDCo of the Nursery and to his/her Key Practitioner to be included in the classroom environment if possible to do so.

Visitor's Policy

A visitor's record is required for people who are allowed access to the building where childcare is provided when there are children present. This policy does not apply to the children, parent/carers of those children and members of staff (a separate record of staff attendance is kept).

- Before being allowed access to the premises a member of staff will require to see identification from trades people or those representing official bodies.
- Every visitor is required to sign the visitor's record book on arrival, giving their name, company/organization they represent and the time they arrived. Visitors must also be asked to sign out with the time they vacate the premises.
- The member of staff who has admitted the visitor is responsible for escorting the visitor to the appropriate area of the premises (e.g office).

VISITOR PROCEDURES			
Visitor Category	Entry Authority	Exit Authority	Responsibilities
Children attending the nursery	Any nursery employee positively recognizing the child and parent / guardian	1. Relevant staff member 2. Children may not be collected by any other person unless authorized by the parent and the collector is password authenticated	1. All children attending the nursery are the responsibility of the Nursery and its employees for the duration of their stay. 2. Password identity checks are to be carried out by staff and checked against the password held on the child's records.
Parents or Guardians of children attending the nursery	Any nursery employee positively recognising the parent or guardian	Any nursery employee positively recognizing the parent or guardian	1. All parents and guardians visiting the nursery are the responsibility of the nursery employees for the duration of their stay. 2. Parents and guardians should be directed to the relevant child's room. 3. Parents and guardians are asked not to hold the door open for another person trying to gain access to the nursery or the building in general.
Prospective Clients	Only by authorized escort (escort may be authorized by the management team)	By the authorized escort	1. All persons visiting the nursery will remain the specific responsibility of the authorized escort for the duration of their visit. 2. The authorized escort will remain with the prospective client for the duration of their visit.
Government & Council Officials	Only following positive confirmation of their authority to enter the premises (ID to be checked)	By a member of the management team	1. All persons visiting the nursery will remain in the specific responsibility of the management team for the duration of their visit. 2. Visitors are required to sign the visitors book on entry and exit of the nursery.
Third Party Contractors	1. Only by a member of the management team. 2. Contractors due to work on site will only be authorized to enter the nursery premises by prearrangement and following positive confirmation of their identity.	By a member of the nursery staff team which then must be communicated to all staff	1. Contractors working on site will remain the responsibility of the nursery for the duration of their visit. 2. Refer to Manager if Permit to work is required.
Members of the Public	Members of the public are not allowed to enter the nursery premises without prior appointment.	N/A	All nursery personnel are responsible for ensuring that the nursery premises remain secure at all times.

Behaviour Management

Policy

It is our aim to ensure the welfare and safety of each child is paramount.

- Create a warm, calm and orderly atmosphere that promotes a sense of community.
- Achieve a consistent attitude by all staff that gives pupils a sense of security and safety whilst promoting clear expectations on acceptable behaviour.
- Ensure that all staff, directors, pupils, and parents/carers understand their roles and responsibilities with regard to behaviour management.
- Promote the continual development of staff and appropriate documented training necessary.
- Refer to safeguarding procedures if necessary.

The attitude and behaviour of all staff is essential in creating and maintaining a positive ethos within Kiddy Planet, this committed team approach will help provide a positive role model for pupils where they respect themselves and others.

- Always get down to a child's level so that your eye contact is parallel to theirs and use vocabulary that a child of one up to two and a half is going to understand.
- Find out what has happened - is the child upset for "home" reasons, or is it because there has been an issue with another child? Never assume that the child is wrong to feel how they do, you may not have seen what has happened.
- Staff can collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.
- Staff can ensure that children understand their own and others' behaviour and its consequences and learn to distinguish right from wrong.
- If the issue is with another child, ask both of the children to explain what has happened (if they have the language to do so) and try to understand and negotiate each other's point of view by example.
- Try to make them understand one another and become friends, when the child is ready and understands what they have done then they should say sorry depending on age and stage.
- Encourage the child to say sorry if they have upset another child, explain why that type of behaviour is not acceptable. Do not force a child to say sorry if they do not understand or mean it, the aim is for sincerity and that the child understands not for empty words.
- If one or both children still feel upset, try to divert the child's attention to something more constructive. Sometimes it is a good idea to give both children the same task to do with one another therefore promoting a positive outcome.
- Remember how you act and what you say, the child WILL remember – be kind, listen, be firm but above all be fair – why should the child worry about what you have said for the rest of the day and therefore not be able to come and talk to you again, if he or she feels humiliated- always think before you speak- imagine you are the child.
- The Manager of the Nursery is the designated persons in charge of behavioural issues. They are there to discuss an issue that you are unsure about or if there is a pattern arising. You will be asked to make observations and also fill in a concern form.
- Never refer to a child as having a behaviour problem - this is negative.
- Working in partnership is very important, work with your Nursery Manager who may arrange a meeting with the parents if the pattern continues. However, you can ask the parent how the child is at home to see if there is a pattern occurring.
- Children like adults behave differently to different situations, do not jump to a conclusion, remember a child is entitled to their privacy and confidentiality therefore you may not "gossip" about a child to other members of staff, whereby later the child could feel singled out or humiliated.
- Never tell a child that they are going to "Grasshoppers where the babies are", find different strategies.
- Remember children have ears and as such they do "hear" everything even if you think they are not they may over hear, do NOT speak negatively about a child in front of them, this leads to lack of self-esteem in the child and humiliation.
- If a child is hurting another child you can take them away to distract and talk to the child however we NEVER give them "time out" on a chair by themselves or take them outside of a room.

- NEVER call a child “NAUGHTY” or “STUPID”. You cannot segregate a child, withdraw food, use a naughty chair or put a child outside a room on their own. Under no circumstances shout, humiliate threaten or physically punish a child, it is a violation of ‘The Children Act 2006’ and it would become a Safeguarding concern.
- Remember the younger Grasshopper children and children who may not be able to communicate verbally and will rely on your facial gestures to express your feelings. Encourage them to use ‘soft hands’ to stroke their friends or give them a hug, which means sorry.
- Please do use positive re-enforcement and praise as much as possible where a child has ~~done something~~ however small it may be, they will feel happy that you are praising them.
- As a class you can read a story to all the children or use puppets, therefore this will be talked about as a class about acting inappropriately and what is good behaviour.
- In Rising Starts in the autumn term you can make up golden rules with the children for the rules of the class about emotions and behaviour.
- Keep parents informed at pick up time if their child’s behaviour has changed that day, but do not bombard the parents with a stream of negative feedback. This can be distressing for the parents and it is not very confidential if other parents are in the room at pick up time. If a child’s behaviour has changed or is challenging, then write down your observations and inform the (Nursery Manager).
- The Senior Practitioner or Manager will observe the child if there is a behavioural pattern and organise a meeting with the parents and an action plan will be put in place.
- If the child is repeatedly hurting children, then the Practitioners need to shadow the child to reduce the amount of incidents and to protect the other children - a monitoring chart can be filled in.
- If a child hurts another child, fill out an incident form for both sets of parents to sign.
- NEVER NAME THE CHILD WHO HAS BEEN HURTING. It is easy for the child to be labelled. Remember children’s behaviour often changes when they are unhappy inside about something; it is normally a phase which they grow out of. The labelling can last a lot longer than the behaviour and can be more damaging.

Policy for Restraint & Physical Control of Nursery Children (in conjunction with Behavioural Management)

A child may display behaviour which is well beyond acceptable boundaries and which puts themselves, other children and staff at risk. The use of physical intervention is wherever possible avoided. However, where necessary and appropriate, reasonable force will be used to control or restrain pupils.

Physical restraint will only be used as a last resort when all other behaviour management strategies have failed.

Legal Context

Section 93 of the Education & Inspection Act 2006 stipulates that reasonable force may be used to prevent a pupil:

- Engaging in a behaviour prejudicial to maintaining good order and discipline at Nursery (this includes in the classroom, during other teaching sessions, elsewhere in the Nursery or on authorised off site activities)
- Self-injuring or causing injury to others
- Committing an offence
- Causing significant damage to property

Staff are experienced in the use of a wide range of consistent behaviour management strategies intended to defuse potentially aggressive situations, for example, diversion, reasoning, positive behaviour strategies, warnings and we use these first. If these fail, one or more of the following approaches may become necessary:

- Holding (for example, gentle arm around shoulder to reassure)
- Blocking
- Physically moving between children
- Leading by the hand/arm
- Shepherding away (for example by placing hand in center of the child’s back)
- More physically restrictive hold

The purpose of a physically restrictive hold would be to limit the child's ability to hurt him/herself or others with the minimum application of force through limitation of movement. Where possible, aid is sought at an early stage from other members of staff for assistance, support and presence.

Two members of staff will be present (where possible) and details of the incident and outcomes will be recorded within 24 hours of the event and retained within the pupil's file. Parents will be given details of the incident as soon as possible after it occurs with a copy of the incident report. We will inform Ofsted of any significant injuries sustained by pupils or staff.

Where routine classroom management is not effective in dealing with the continued behaviour of a particular pupil a behaviour plan will be put into place. This will be drawn up in consultation with the parents, carers, child's Key Person, Manager, the SENCO, and any other relevant professionals. Such plans will identify undesirable behaviour potential triggers for such behaviour and the risks to staff and pupils. It will also contain advice for staff for management of such situations. All relevant staff should be made aware of the content of such plans which are subject to regular review.

Biting, Scratching & Hurting Another Child

- Due to a child's stage and phase in their development it can be common and quite normal for children aged 12- 30 months and beyond to bite, hit and vent their emotions.
- The reasons for biting/scratching/hurting may be: pre-talking frustration, not being able to express their feelings or attention.
- Tiredness, hunger, affection, frustration that a toy has been taken or sore teeth are common causes.
- Treat the bite/scratch with first aid.
- Fill out an incident form for both sets of parents and make sure it is signed.
- Call the parent if a child has a bite mark or scratch on the face to inform them prior to them coming to collect their child or ask if they would like to come in earlier.
- NEVER NAME THE CHILD WHO BITES, SCRATCHES OR HURTS ANOTHER CHILD. It is very easy for children to get labelled. Remember children's behaviour often changes when they are unhappy inside about something, it is normally a phase which they grow out of. The labelling can last a lot longer than the behaviour and can be more damaging.
- It is distressing for the parents of the child doing the biting as well as for the parents of the child being bitten. Please help parents understand the stage of development the children are at.
- It is important that the bitten child's parents are aware of the action plan carried out with children that are repeatedly biting/scratching. They will want reassurance their child won't be bitten or scratched again which we cannot guarantee however we will monitor the situation closely.
- If a child repeatedly bites then observations need to be recorded of times, activities and who was involved. The biting child needs to be shadowed to reduce the incidents occurring. The parents of the biting child will be asked to come in and have a meeting.

Bullying

Kiddy Planet has zero tolerance on bullying.

- A child's behaviour is monitored and constantly observed if they are consistently 'bullying' another child, it is treated as any other negative behaviour. Children in the under 5's are learning right from wrong and will not understand the term bullying. It is our duty to teach children the correct behaviour methods and work with parents regarding their child's behaviour.
- We will follow our Behaviour Management policy strategies prior to taking further steps.
- If a parent has any concerns that their child is being bullied, they can make an appointment with the Manager of the Nursery.
- If a staff member feels a child is being bullied by a parent this would be seen as a Safeguarding issue.
- A full investigation will be carried out and the Nursery will work with parents to resolve the issue.
- Contact with the Children's Social Care would be carried out to ensure the welfare of the child is paramount.
- If the bullying continued and all necessary procedures had been carried out then exclusion from the Nursery would be the final step.
- If a member of staff feels they are being bullied by another member of staff then are to report their concerns to the Manager where upon this would be taken very seriously. If the staff member did not feel comfortable reporting their concerns to the Manager then they could approach the Director.

Peer on Peer Incidents and allocations

Kiddy Planet recognises that there may be occasions when children behave in a way which causes concern and may be peer on peer abuse. Any allegation made by a parent regarding a child or children acting this way will be investigated and dealt with via the Complaints Procedure.

The Nursery takes their responsibilities very seriously and works closely with the children and the parents to promote positive behaviour and to deal with situations which may occur where there is persistent repetition of behaviour including:

- Name calling
- Biting, hitting, pushing, kicking
- Intimidation, segregation
- Isolating children

Nursery Practitioners provide a curriculum where children participate in learning activities to develop children's social skills and ability to cooperate with their peers, cope with conflict, be independent, make their own decisions and be able to look after themselves, communicate their needs, wishes and opinions as well as being able to ask for help. Please refer to the main behaviour management policy for information regarding strategies used to address behaviour of children.

Parent Behaviour

- If a parent was being abusive to a staff member in the Nursery, the parent will be asked to go to a separate room or the office immediately, where the issue can be discussed.
- If the parent leaves the Nursery prior to a meeting happening; the Manager would investigate the parent's behaviour and the Nursery's actions. After a discussion with the Director of the Nursery an outcome would be discussed with the parent.
- The Manager would then call the parent and a discussion would take place or a meeting would be organised.
- Should the parent carry on disturbing the peace and use threatening behaviour the Manager would be called and the Police if necessary.
- Inform the Local Safeguarding Board or local family services team if necessary.
- A child can be excluded from the Nursery immediately if a parent uses threatening behaviour and we will always put the welfare of the child and staff first.

Mobile Phones, Cameras & Social Networking

All Staff are prohibited from using their mobiles during working hours. No mobile phones are to be used in any of the classrooms except the staffroom and the office. Phones are strictly prohibited in the loo. We have Nursery mobiles for outings and trips that are only used in these circumstances. All Staff mobile phones are to be placed in the designated place, or staffroom and staff are only allowed to use them when they are on their lunch break and in their own time.

NO photographs may be taken by a parent or carer within the nursery without Manager's permission and only a photograph of their own child may be taken.

If a member of staff is using their mobile during their working hours a meeting will be organised to find out the reason why. If a member of staff is on their mobile whilst looking after the children a formal meeting would take place. Any member of staff requiring a phone call from a family member due to personal reasons is asked to contact the Nursery Office and the phone call would be transferred. Staff must all leave their bags and mobile phones in the cabinet provided.

At our Nursery we have designated Nursery tablets for class use and for the staff to take photographs of the children doing the Early Years Foundation Stage activities. Images taken must be deemed suitable and must never put the child/children in any compromising positions that cause embarrassment, distress or harm. All photographs are taken and stored appropriately to safeguard the children in our care. Images taken and stored on Nursery devices are downloaded automatically onto secure cloud storage and from the tablet's memory card. Under no circumstances must devices of any kind be taken in to the bathrooms. If photographs need to be taken in a bathroom, i.e. photographs of the children washing their hands, permission must be obtained from the Nursery Manager and staff must be supervised whilst taking the specific photograph.

Staff are not allowed to take photographs of children on their mobile phones or on their personal cameras. Kiddy Planet reserves the right to check the image contents of a member of staff's mobile phone should there be any cause for concern over the appropriate use of it. Should inappropriate material be found then the Local Authority Designated Officer (LADO) will be contacted, the Police and DBS immediately together with the Manager. The company will follow any appropriate disciplinary measures.

We have Nursery CCTV cameras within all of the classrooms which video most of the classroom environment and are backed up for a period of time. These are safeguarded and not for internet use.

Computers and tablets used in the classrooms by the children and Practitioners will have appropriate security measures installed. The only computers with access to the Internet are the ones in the office and the staff computer in each room. If a member of staff wishes to use the internet for educational purposes only then they must obtain permission from the Manager.

All Staff are aware of this policy from their Induction day and failure to adhere to the contents of this policy will lead to disciplinary procedures being followed.

Any work related issue or material (e.g. comments, photographs of children or/and members of staff, confidential information) that could identify an individual who is a service user, relative or work colleague, which could adversely affect the Nursery/company or child must not be placed on a social networking website such as **Facebook, Twitter, What's app and Snap Chat**. This means that work related matters must not be placed on any such site at any time either during or outside of working hours via any computer equipment or mobile phone.

Intimate Care & Toileting Policy

All children at Kiddy Planet Nursery have the right to be safe, to be treated with courtesy, dignity and respect and be able to access all aspects of the education and care curriculum.

This policy sets out the clear principles and guidance on supporting intimate care needs with specific reference to toileting. It has been considered in line with our 'Administering of Medicines Policy'.

The Disability Discrimination Act (DDA 2001 amended 2005) in line with the DDA, Kiddy Planet Nursery will ensure:

- No child's physical, sensory or mental impairment will have an adverse effect on their ability to participate in day-to-day activities.
- No child with a named condition that affects personal development will be discriminated against.
- No child who is late in achieving Potty training will be refused admission.
- No child will be sent home or have to wait for their parents due to 'bathroom accidents'.
- Adjustments will be made for any child with late toilet training.

Aims

The aims of this policy and associated guidance are:

- To safeguard the rights and promote the welfare of children
- To provide guidance to staff whose contact requires intimate care
- To assure parents and carers that staff are knowledgeable about personal care and that their individual concerns are taken into account
- To remove barriers to learning and participation, protect from discrimination and ensure inclusion for all children

Definition of Intimate Care

- 'Intimate Care' can be defined as care tasks of an intimate nature associated with bodily functions, bodily products and personal hygiene, which require direct or indirect contact with, or exposure, to the private anatomy.
- It also incorporates changing colostomy bags or ileostomy bags/managing catheters/stomas or other equipment.
- In some cases it may also include administering rectal medication prescribed by a GP.

The administration of 'Administering of Medicines Guidance' makes it clear that teaching staff should be under no obligation to provide nursing care, and the same applies to intimate care.

Identifying Intimate Care Tasks

These include:

- Dressing and Undressing (underwear)
- Help someone use the bathroom
- Changing nappies
- Washing intimate parts
- Inserting suppositories (following the 'Administering of Medicines Guidance')

Definition of Personal Care

- 'Personal Care' may still involve touching but is of a less intimate nature
- 'Personal Care' is usually associated with personal presentation and is regarded as social functioning
- These tasks do not invade personal, private or social space and can lead to positive social outcomes for the children.

Identifying Personal Care Tasks

- Skin care/applying external medication
- Feeding
- Administering prescribed medication
- Hair care
- Dressing and undressing clothing
- Washing none intimate parts of the body
- Prompting to go to the bathroom.

Basic Principles

Children's intimate care needs cannot be seen in isolation or separated from other aspects of their lives. Encouraging them to participate in their own intimate or personal care is therefore part of the approach at Kiddy Planet Nursery. We will bear in mind the following principles:

- Children have the right to feel safe and secure
- There will be no barriers to learning and participation
- Children will be respected and valued as individuals
- Children have the right to privacy/dignity when staff are meeting their needs
- Children have the right to information and support to enable them to make choices
- Children have the right to be accepted for who they are
- Children have the right to express their views and be heard
- A child's intimate/personal care plan is designed to lead to independence

Vulnerability to Abuse

We will ensure that all staff at Kiddy Planet Nursery is familiar with our safeguarding children policy and procedures to protect children from any form of abuse. They will also be made aware that they are vulnerable to accusations of abuse whilst attending to Intimate/Personal care routines, and therefore should act in accordance with agreed procedures.

Working with Parents/Carers

At Kiddy Planet Nursery we will work with the parents when attending to Intimate/Personal Care routines. If a child has a disability or medical needs that may affect Intimate/Personal Care routines a plan will be drawn up in agreement with parents/carers.

Linking with External Agencies

When a child with special care needs or disabilities is helped by other agencies, we will work closely with those agencies to take account of knowledge, skills and expertise of other professionals to ensure that the welfare of the child and their development remains the focus of our concern.

Managing Risk

These guidelines aim to manage risks and ensure that employees do not work outside the remit of their responsibilities. It is essential that all staff follow the guidance set out in this policy and take all responsible precautions to prevent or minimise accident, injury, loss or damage. It is of particular importance with regard to:

- Staff Training
- The recording of activities as necessary
- Consent being obtained by parents and carers
- Any Health Care Plan being written with and signed by parents/carers
- The presence of two adults when invasive medical procedures are performed unless the parents have agreed to the presence of one adult only.

Achieving Continence

At Kiddy Planet Nursery we aim to encourage continence through:

- Getting to know how the child will communicate their needs.
- Having a knowledge and respect for any cultural and religious sensitivities related to aspects on intimate care.
- Speak to the child so that they are aware of the focus of the activity.
- Address the child in appropriate ways.
- Give explanations as to what is happening in a straightforward and reassuring way.
- Agree terminology for parts of the body and bodily functions with parents to ensure continuity.
- Respect a child's preference for a particular sequence of care.
- Give strong clues that enable a child to anticipate and prepare for the events i.e. show them a clean nappy to indicate the intention to change.
- Encourage the child to undertake as much of the procedure for themselves including dressing and undressing.
- Use lots of praise and encouragement when they go to the bathroom.
- Seek the child's permission before undressing if he/she is unable to do themselves.
- Provide facilities that afford privacy and modesty.
- Keep records noting responses to intimate care and changes of behaviour in line with the above intimate care policy.

Nappy Changing & Potty Hygiene Policy

- Staff must wear gloves and a plastic apron over their tabbards at all times.

Changing Nappies

- Make sure the changing mat is sanitised/cleaned before a child is placed on the mat
- Ensure you are wearing a fresh apron and gloves for each child
- Place the child on the mat
- Take the nappy off and dispose of it in the yellow nappy bin, please use a nappy sack
- Use any cream that the parent has given to be used on the child's bottom area
- Clean bottom with the child's own wipes and dispose in the bin
- The child's OWN NAPPY should be worn
- After the nappy has been changed, wash hands and return the child to the room and then return to disinfect the changing mat thoroughly
- Dispose of gloves and apron and then wash your hands
- When you have changed each child, complete the details on the changing chart with the time, staff member's name and a comment if required and update the daily diary on Kinderly.

- Any child who has loose stools, nappy rash or area of concern must be noted in the comment box and parent emailed through Kinderly.
- If a child is taller/bigger than the nappy changing facility, then a staff member may change the nappy standing up with the parent's permission and notification to the Manager.
- Notify the Manager/Designated person for any concerns immediately.

Potty Hygiene Policy

- All staff must wear aprons and gloves when a child is on the potty or doing a poo in the loo
- Once the child has finished, pour their 'Content' down the loo!
- Disinfect the potty and ensure it is wiped clean
- Replace the potty and dispose of your gloves
- Always wash your hands with soap and water/sanitise
- All children who have been introduced to potty training can be charted to ensure this is monitored
- If a child has an accident, please ensure they are changed into their spare clothing and if they do not have any remind the parent/carer to bring some.
- Please be understanding to the child if they wet themselves and never be negative about it e.g. Say "oh well it is ok we will get you all dry" or similar.

Bathrooms

- Children must be supervised on all bathroom visits.
- The only exception to this rule are the Rising Stars class who can go by themselves after they have settled in however, they must be checked upon and anyone who needs more help, then a member of staff should help them.
- We offer the children to go to the toilet several times during the session.
- Children can go to the loo whenever they wish however keep note of the ones who always want to go to the loo!
- Ensure all the children wash their hands after a loo visit

Special Educational Needs and Disability (SEND) Policy

It is the aim of Kiddy Planet Special Educational Needs and Disability Policy to ensure that parents and all staff understand the procedures undertaken and that children are included.

Kiddy Planet aims to try and meet the individual needs of all children.

Special Educational Needs and Disabilities- What does it mean?

The term 'Special Educational Needs and Disabilities' has a legal definition:

Children with special educational needs and/or disabilities make it harder for them to learn than most children of the same age. These children may need extra or different help from that given to other children of the same age.

Kiddy Planet follows the Children and Families Act 2014 in relation to SEND; where by the Education, Health and Social Care are required to co-operate at a local level with a joint approach across all agencies. SEND Code of Practice (2014), Code Of Practice is a legal requirement.

Concern Procedures

- If a child has special educational needs or a disability before they come to Kiddy Planet it is the parent's responsibility to inform us and work in partnership with the Nursery in the best interest of the child. We ask all parents to provide any reports from external professionals that they may have seen.
- Any parent who is concerned about their child can seek advice or have a meeting with the respective SENCo at the Nursery and the Area SENCo for Kiddy Planet.
- Practitioners/Key Workers who become concerned about a child in any area of development would first observe the child, providing evidence before writing a referral form in consultation with the Manager.
- The concern form is given to the Manager.
- In general, any concerns regarding the children have to be monitored by written observations for up to six weeks unless immediate action is necessary.
- A meeting would be organised between the SENCo/Manager and parents to discuss the needs of the child.
- The SENCo can contact the Leicester's Early Years Team for any advice and with the parents' permission The Early Years Team's SENCo can come to observe their child.
- The local Safeguarding team when deemed necessary.
- The child may see external professionals such as a SaLT (Speech and Language Therapist) or others.
- A 'Passport' is devised with small targets to help the child that is agreed upon by the parents, external professionals, the SENCo, and any other member of staff working with the child.
- The Passport must be reviewed regularly.

SENCO's Responsibilities

- Observe the child
- Advising and supporting other Staff in the Nursery.
- Ensuring inclusion and equality.
- Co-ordinating provision.
- Assessing the child's particular strengths and areas to develop in planning support for the child in discussion with colleagues and parents.
- Coordinating with parents and using a CAF (Common Assessment Framework) where needed
- Ensuring an appropriate Passport is in place and ensure a review with parents and external professionals when necessary.
- When required attend a Multi-Disciplinary Action meeting usually at the Development Centre.
- Ensuring that the relevant background information about children with SEND is collated, recorded and updated.

- Contacting and liaising with the Early Help and Safeguarding Team if necessary
- Overseeing the records on all children with SEND.
- Working in Partnership with the parents of children with SEND.
- Liaising with external agencies and other professionals in respect of children with SEND.
- Reviewing when required.

Education Health Care Plan (EHCP)

- When a child has significant needs and these cannot be met as part of the reasonable steps that setting should take to comply with the Equality Act 2010 and other legislation, an assessment can be carried out to see if the child qualifies for an Education, Health and Care (EHC) plan. An EHC plan is designed to support a child or young person to achieve the best outcomes possible. It is also meant to be very person-or child-centered and so the needs and interests of children are meant to be reflected in the document. The plan records what support and provision is needed to help the child achieve the desired outcomes. This includes social care, as well as health and education needs. Once drawn up, the plan is legally binding.
- Some children may need additional 1:1 support and their needs maybe such that an EHCP is required.
- The first step in the process is a request that is sent to the local authority SEND team either by the parent or Nursery. The local authority should have information about how to do this which will probably include the EH to complete. If you think that a child needs an assessment for an EHC plan, you should talk to the parents and together decide who will make the request. Once the request goes to the local authority, they have six weeks to decide whether or not to carry out an assessment based on what has been written in the request. It is important to make sure parents know that a request for an assessment may not automatically result in an EHC plan for the child.
- Reports will be requested from any of the external professionals involved with the child and from the parent.
- If it is felt the child has SEND based on the information gathered the LEA makes the decision through a panel of professionals and this may or may not lead to an Education and Health Care Plan (EHCP) an outcome letter is sent to the parents and Nursery.
- If the child is given an Education Health Care Plan the LEA Department may give allocated funding to support the child with one on one within the Nursery.

Animal Policy

- If a parent/carer arrives at the Nursery accompanied with a dog they will be asked to tie the dog up outside the nursery.
- On occasions the Nursery may have animals to visit on these occasions the following procedures are to be followed:
 - When handling the animals please ensure hands are washed immediately afterwards using warm water and anti-bacterial soap
 - All staff must wear gloves when handling animals
 - All children are to have permission from their parents to be able to touch the animals (permission forms will be given to the parents prior to the animal visiting).
 - If the child wants to touch the animals they can (as long as they have permission from the parents).
 - Members of staff need to be aware of allergies and ensure that any child with an allergy does not have contact with the animal at any time.

Confidentiality Policy

Statement of Intent

Kiddy Planet Nursery respects the privacy of children, parents and staff, while ensuring we provide high quality care and play opportunities in our setting.

Aim

We aim to ensure that all parents can share information in the confidence that it will only be used to enhance the welfare of their children.

We meet the requirements of the Human Rights Act 1998 with regard to protecting the individual's rights to a private family life, home and correspondence. Our only justification to interfere with this 'right' is where we believe that a child may be at risk of significant harm, to prevent a crime or disorder.

We meet the rights of the Data Protection Act 1998 with regard to the information kept about their families, including how it is collected and stored and used.

We have regard to the Common Duty Law of Confidentiality and only share information with other professionals or agencies on a 'benefit to know basis' with consent from parents, or within their consent in specified circumstances relating to safeguarding children.

Personal records:

- Registration and admission forms
- Medical Forms
- Medical Reports
- Nursery Reports
- Signed consents
- Correspondence concerning the child or family
- Parent meeting reports or minutes concerning the child for external agencies
- An on-going record of relevant contact with parents
- Observations by staff on any confidential matter involving the child, such as developmental concerns or child protection matters, incident and accident logs; care plans; behaviour plans and any other relevant information.

These confidential records are stored securely in filing cabinets in the Nursery offices and are locked when not in use.

Parents can have access to the files and records of their own children but not access to information about any other child.

Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the Practitioners' role.

Information Sharing concerning Child Protection Issues

There are times when we are required to share information about a child or their family. These are when there are related

Concerns that a child is or may be suffering from physical, neglect, emotional or sexual abuse.

We explain to families about our duty to share information for the above reasons. Where we have concerns, we would normally try to gain consent from families to share these in writing.

We do not seek consent from parents to share information where we believe that a child may be endangered by seeking to gain consent for example where we believe a parent may cover up a form of abuse.

Where evidence to support our concerns is not clear we may seek advice from our LADO.

We only share relevant information that is accurate, factual, non-judgmental and up to date.

Information Sharing Concerning a Child's Development

Kiddy Planet Nursery is committed to the development of the children attending the Nursery. We follow the Early Years Foundation Stage Statutory Framework (EYFS) and we emphasise on providing high quality care through partnership and collaboration with parents/carers, we will be observing the development of the children during their time at Kiddy Planet Nursery. With the permission of the parents/guardian we will share this with other services that may be involved in the care of your children such as Nurseries and external support agencies unless it is in the child's welfare to speak confidentially.

Kiddy Planet Nursery is also committed in working with children with additional needs. To achieve this, Kiddy Planet, with parental permission, will gather and share information between services such as Nurseries, local inclusion teams, Health Care professionals and other external agencies. This information will be used to provide consistency of care and other support suited to the child's needs.

Other records

Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personal decisions.

When students undertaking recognised qualifications, training or placements are observing within the setting, they are informed of our confidentiality policy and required to respect it.

Access to personal records

- Parents may request to see the child's personal file by a parent or person with parental responsibility must be made in writing to the Nursery Manager.
- Kiddy Planet Nursery aims to provide access to requested records within 14 days.
- A photocopy of the complete file is taken as a record.
- Legal advice may be sought before sharing a file, especially where the parents have possible grounds for litigation against Kiddy Planet Nursery or another (third party) agency.
- Parents may have access to a child's Learning Journey, tracker and observations at any time.

All the undertakings above are subject to the paramount commitment of Kiddy Planet Nursery which is to the welfare, safety and well-being of the children.

Data Protection

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

Processing may include obtaining, recording, holding, disposing, destroying or otherwise using data. Kiddy Planet will endeavour to ensure that all personal data is processed in compliance with this policy and the principles of the Data Protection Act 1998 and is registered with the Information Commissioners Office, under registration number ZA124965.

Any information which falls within the definition of personal data and is not otherwise exempted will remain confidential and will never be shared with third parties' other than when legally obliged to so as described below.

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

The following must be adhered to at all times:

- Children's records must be kept in a locked cupboard or cabinet always.
- Staff must only have access to child data that is required to be used for the safety of the child, for example emergency contact numbers, care plan information etc.
- No personal records must be removed from site unless authorised by the Nursery Manager, for example Managers must not take records home.
- Record sharing can only take place with either the parents' consent or on the authority of the Safeguarding Team.
- Any documentation that needs to be destroyed must be shredded.
- Documents that are required to be retained must be stored as per company guidelines.
- If a parent wishes to find out what information we hold on their child, then they should request this in writing and there will be an administrative charge of £10. Information requested will be provided within 28 days.

Out of Hours Babysitting/ Non-Solicitation of Staff Policy

Statement of Intent

Historically it has not been uncommon for the Practitioners to offer babysitting services to nursery parents or vice versa, outside of nursery working hours. This policy has been introduced to provide clarification of some key points regarding private arrangements between staff and parents/carers. It is up to the individual staff member if they wish to babysit for the children from the Nursery in their own time. This arrangement is to be made with that member of staff and the parent/carer outside of working hours and must not interfere with the operation of the nursery.

Aim

Kiddy Planet will not be responsible for any private arrangements or agreements that are made. Out of hours work arrangements must not interfere with staff members' employment at the Nursery. Confidentiality of employment must be adhered to and respected at all times.

Parents should be aware that other adults accompanying the babysitter may not have the relevant DBS clearance, and it may not be appropriate for them to care for children.

Kiddy Planet will not be held responsible for any health and safety or other issues that may arise from these private arrangements.

Kiddy Planet has a duty to safeguard all children whilst on our premises and in the care of our staff, but this duty does not extend to private arrangements between staff and parents/carers outside of nursery hours.

In some cases, staff members are allowed to take children straight from the nursery to the child's home for them to babysit. In this case you will need to provide us with written permission for a member of staff to collect your child. In this way the Nursery cannot be liable or responsible for any occurrence or eventuality, once your child has left our premises. If we have not received an email or a written permission prior to this then we cannot let that member of staff take your child off the premises.

Non- Solicitation of Staff

Parents agree not to directly or indirectly canvass or solicit or endeavour to encourage to leave the employment of Kiddy Planet any teaching staff. Should a parent employ a practitioner within 3 months of them leaving our employment, parents will be liable to pay us a sum equivalent to 3 months of the employee's salary at the time of their employment with us and their child may be excluded from the Nursery.

Adverse Weather Policy

At Kiddy Planet Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as floods, snow and heat waves.

If any of these incidents impact on the ability for the nursery to operate, we will try to contact parents/carers. If we are unable to get to the nursery (heavy snow etc) we will try and upload information onto the nursery web site (www.kiddyplaneteducation.com).

Flood

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

Snow

If high snow fall is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will consider the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow we will contact all available off duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact Ofsted to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery. If we are unable to operate due to influences outside of our control we will not be able to offer a refund on fees.

Heat wave

Please refer to our sun care policy.

Critical Incident Policy

At Kiddy Planet Nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. We have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

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

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide *care in another location/*parents with alternative arrangements in sister nurseries/*options for childcare facilities in the local area.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The duty manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, i.e. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children
- The manager on duty will help the police with the enquiries, e.g. by identifying items missing, areas of entry etc.
- A duty manager will be available always during this time to speak to parents, reassure children and direct enquires
- Management will assess the situation following a theft and ensure parents are kept up-to-date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

At Kiddy Planet Nursery we take the safety and welfare of the children in our care extremely seriously. As such we have secure safety procedures in place to ensure children are safe whilst within our care, this

includes safety from abduction. Staff must be vigilant always and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. Visitors and general security are covered in more detail in the supervision of visitors' policy.

Children will only be released into the care of a designated adult. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery can support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery the following procedure will be followed:

- The police must be called immediately
- The staff member will notify management immediately and the manager will take control
- The parent(s) will be contacted
- All other children will be kept safe and secure and calmed down where necessary
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen and any family situations that may impact on this abduction.

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call is terminated. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.

Other incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents will be dealt with on an individual basis considering the effect on the safety, health and welfare of the children and staff in the nursery.