



POLICIES

AND

PROCEDURES

(REGULATORY)

To be read in conjunction with our Covid-safe procedures during the pandemic

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A parent guide to the EYFS is offered to all parents when they register their child at Bright Start Early Years, and a copy can be found in the entrance to the setting. If you would like another hardcopy please ask.

A full copy of the EYFS framework can be found at

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1170108/EYFS_framework_from_September_2023.pdf

Copies of this Policies & Procedures document can be found on our website at www.brightstartearlyyears.co.uk and in the entrance to the setting.

Safeguarding

Our comprehensive Safeguarding Policy can be found in a separate document, although many of the policies and procedures included below do relate to safeguarding measures and should be read in conjunction with our Safeguarding Policy

Medical Support Policy

Accidents and first aid

Accidents can be very distressing for anyone involved so at Bright Start Early Years we follow this policy and procedure to ensure all parties are supported and cared for, and their health, safety and welfare is protected throughout their time in the nursery.

Accidents

The Accident forms are kept in Pre-school: kitchen filing cabinet and Nursery: in kitchen cupboard. Spare accident forms can be found in the Parent forms file in the entrance area, and also in the filing cabinet in the office area.

- The person responsible for reporting accidents/incidents is the member of staff who witnesses the incident. They must record it on a child's accident form and report it to the nursery manager. This should be done as soon as the accident is dealt with, whilst the details are still clearly remembered. Parents must be shown the Accident Form, informed of any first aid treatment given and asked to sign it as soon as they collect their child
- The nursery manager will report serious accidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File will be kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- The nursery manager will report any accidents of a serious nature to Ofsted where necessary. Where medical treatment is sought the nursery manager will also inform the insurance company in writing.

First aid

The first aid boxes are located in each kitchen/office and are accessible at all times with appropriate content for use with children.

The appointed person(s) responsible for first aid is **Lauren Roberts**

The majority of the staff are trained in paediatric first aid and this training will be updated every three years to ensure this remains current.

All first aid trained staff are listed in the Main Entrance area. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in first aid and who carries an appropriate first aid box at all times.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for the handling of chemicals and other tasks. This is chosen according to need and will be regularly reviewed to ensure it is suitable and effective. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported.

COVID-19 – no longer in place, however may be reintroduced as necessary

In line with government recommendations following the Covid-19 outbreak, young children and teaching staff are not required to wear face masks. We are aware of the concerns regarding communication for teaching when wearing facemasks for general practice, however some staff may wear them if they feel more comfortable, provided it does not impact their ability to care for and educate the children. Facemasks, gloves and aprons are all available and should be worn by staff dealing with a child displaying symptoms. All staff travelling into work on public transport are required to wear facemasks on their journey. Social distancing measures are in place for drop-off and pick up. Please see our COVID-19 statement for more detail.

Dealing with blood

Always take precautions when cleaning wounds as some conditions such as Hepatitis or the HIV Virus can be transmitted via blood.

Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use. The nursery will not necessarily be aware if there is a child carrying Hepatitis or who is HIV Positive on their register.

Needle puncture and sharps injury

Blood-borne infections may be transmitted to employees who injure themselves with needles, broken glass etc. For this reason, great care must be taken in the collection and disposal of this type of material. For the safety and well-being of the employees, ALL NEEDLES, BROKEN GLASS etc, SHOULD BE TREATED AS CONTAMINATED WASTE. If a needle is found the local authority must be contacted to deal with its disposal.

The nursery treats its responsibilities and obligations in respect of health and safety as a priority and will provide ongoing training to all members of staff which reflects best practice and which shall be in line with current health and safety legislation.

Transporting children to hospital procedure

- If the sickness or injury is severe, call for an ambulance immediately. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent and arrange to meet them at the hospital
- A senior member of staff must accompany the child and collect together registration forms, relevant medication sheets, medication and the child's comforter. A member of the management team must also be informed immediately
- Remain calm at all times. Children who witness an accident or incident may well be affected by it and may need lots of cuddles and reassurance.

Medication

We promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness policy). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up-to-date.

When dealing with medication of any kind in the nursery, strict guidelines will be followed.

Prescription medication

- In all cases an 'Administration of Medicines' consent form must be completed and signed and the child's medicine labelled clearly with
 - Child's name;
 - Exact Dosage;
 - Time or times of day to be given (and time of last dose administered)
- Medicine may only be administered by trained first aid personnel. Separate training will be undertaken for specific medication, for example Epi-pens or Asthma spacers, prior to any medication being administered. Please advise at the time of booking if you feel this will be necessary for your child. Medicines must be in their original containers, clearly labelled and stored in a safe and appropriate manner well away from children.
- Those with parental responsibility of any child requiring prescription medication should allow a senior member of staff to have sight of the bottle. The staff member should note the details of the administration on the appropriate form and another member of staff should check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the on-going use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
 3. Parents should notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by a doctor's letter
- The parent must be asked when the child had last been given the medication before coming to nursery; this information will be recorded on the Administration of Medication form. Similarly, when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)

- If the child refuses to take the appropriate medication, then a note will be made on the form
- Where medication is “essential” or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication

- The nursery will administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child (but not exceeding 2 weeks). After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the onus being on the parent providing the medicine.
- Medicines containing Aspirin or Ibuprofen will NEVER be administered unless prescribed by your GP.
- For any non-prescription cream for skin conditions e.g. Sudocrem, prior written permission must be obtained from the parent.
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be left at the nursery. If the child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated and signed for on the Administration of Medication form
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescription medicines given to the child whilst at the nursery, together with the times and dosage given. This will be recorded and signed for on the form.

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, they should not be administered by any member of staff unless appropriate medical training is given to each member of staff caring for this child (eg use of Epi-pens) This training would be specific for each child and not generic. In conjunction with our Inclusion policy Bright Start Early Years reserves the right to refuse admission of a child until suitable training has been undertaken, in order to safeguard the safety and wellbeing of the child and staff.

Staff medication

The first aid box for staff is kept in the nursery kitchen cupboard, or prechool kitchen filing cabinet, out of reach of the children. First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressing, bandages, and eye pads. No other medical items, such as paracetamol should be kept in the first aid box. These should be checked regularly, in line with Health and Safety checks, to ensure that contents are in date.

Storage

All medication must have the individual’s name clearly written on the original container and kept in a closed box, which is out of reach of all children and under supervision at all times.

Emergency medication, such as inhalers and epipens, will be within easy reach of staff in case of an immediate need, but will remain out of children’s reach and under supervision at all times.

Any antibiotics requiring refrigeration must be kept in an area inaccessible to children.

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

Sickness and Illness

In the interests of maintaining a healthy environment, staff reserve the right to refuse access to a child who appears to have an infectious illness and/or is unable to cope with the busy environment. In cases of illness, staff will follow these procedures to ensure the welfare of all children within the nursery ~

- If a child becomes ill during the nursery day, their parent(s)/carer(s) will be contacted and asked to pick their child up as soon as possible. During this time the child will be cared for in a quiet, calm area with their key person/member of staff they are comfortable with.
- In the case of a child coming up in a rash, we may ask you to collect your child and get them seen by a doctor for advice as whether it is infectious or not. We are happy to readmit your child on the advice of a doctor that the condition is not infectious.
- Should a child have an infectious disease, such as an eye/ear infection or sickness and diarrhoea, they should not return to nursery until they have been clear for at **least 48 hours**, except on the written authority of a doctor that the condition is not, or is no longer contagious.

- It is vital that we follow the advice given to us by our registering authority and exclude specific contagious conditions, e.g. sickness and diarrhoea, conjunctivitis, Hand, foot and mouth, Oral Thrush and chicken pox to protect other children in the nursery. Illnesses of this nature are very contagious and we deem it unfair to expose other children to the risk of an infection.
- If a contagious infection is identified in the nursery, parents will be informed to enable them to spot the early signs of this illness. All equipment and resources that may have come into contact with a contagious child will be cleaned and sterilised thoroughly to reduce the spread of infection.
- We recognise that children can often pick up illnesses when first mixing with their peers. Catching normal coughs and colds etc allows children's bodies to build a strong and healthy immune system and therefore we do not exclude children who are under the weather – provided they are able to cope with the normal nursery day. However the nursery has a duty of care to all of the children and therefore reserves the right to refuse admission to a child who is unwell, or who we deem to be unable to cope with the busy nursery environment. This decision will be taken by the manager on duty and is non-negotiable
- Information/posters about head lice are readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.
- For usual childhood illnesses, siblings of sick children will be admitted if they display no signs of illness.
- If we discover 2 or more cases of food poisoning, or any communicable diseases, we will notify Ofsted and Environmental Health in confidence.

Following any illness, a child will be deemed able to return to the setting when he/she is no longer infectious according to guidelines and is able to cope with the busy environment. Where possible we endeavour to provide replacement sessions in lieu of any missed through illness, during the week that they return, in order to assist with the resettling in process. This is subject to availability and at the manager's discretion.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Infection Control (IC) Nurse for their area, and Ofsted. The IC Nurse will give guidance and support in each individual case. If parents do not inform the nursery, we will be contacted directly by the IC Nurse and the appropriate support will be given.

Special Educational Needs & Disability (SEND)

Statement

The nursery is committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs.

The nursery believes that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate. Should a child have a physical or mental condition for which a carer would need extensive knowledge, we reserve the right to postpone admission to the nursery until training and research can be carried out. This is in order that our staff are able to care for the child in a manner specific to their needs, and is both for the benefit of the children in our care, and also that of our staff. In certain circumstances it may be in the best interests of the child to seek specialised care.

The nursery is committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. The nursery is committed to working with any child who has a specific need and/or disability; creating an Individual Education Plan (IEP) where necessary and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment. We feel it is paramount to find out as much as possible about a particular child's condition and the way that may affect his/her early learning or care needs by:

- Liaising with the child's parents
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Regularly monitoring observations carried out on the child's development.

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

Aims

At Bright Start Early Years we will ~

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs and Disability Code of Practice (England) on identification and assessment of any needs not being met by the universal service provided by the nursery
- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parents and children with learning difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and employ a Special Educational Needs & Disability Co-ordinator (SENDCo) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs and Disability (SEND) and the SEND Code of Practice
- Identify the specific needs of children with learning difficulties and/or disabilities and meet those needs through a range of strategies.
- Ensure that planning is carefully structured to enable children who learn more quickly, e.g. gifted and talented children, to be supported and challenged in their learning and development.
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the health and education authorities, and seek advice, support and training where required.
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed.
- Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

Our nursery Special Education Needs & Disability Co-ordinator (SENDCo) is **Cally Charles**. She will work closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs policy of the nursery - always making sure individual plans and records are shared with parents where appropriate.

Methods

We will ~

- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Use the graduated response system for identifying, assessing and responding to children's special educational needs
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs) for children with learning difficulties and/or disabilities
- Review IEPs regularly and hold review meetings with parents at this time
- Ensure that children with learning difficulties and/or disabilities are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources (human and financial) to implement our SEND policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Devon Assessment Framework (DAF) and 'Right for Children' IT system where needed
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEND provision by collecting information from a range of sources e.g. IEP reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy at least annually.

Special Educational Needs & Disability Code of Practice

At Bright Start Early Years we follow the Code of Practice with regard to special educational needs. It is the duty of the nursery to carry out our statutory duties to identify, assess and make provision for children's special educational needs. The Code of Practice recommends that our nursery should adopt a graduated approach to assessment through TAF (Team Around the Family) meetings and assessments by outside professionals.

Should a member of staff or parent express concerns regarding any child's progress or development the designated Special Educational Needs & Disability Co-ordinator (SENDCo) for the nursery will support staff in developing an action plan to provide for the child's needs. The SENDCo for our setting is **Cally Charles**. Should the SENDCo feel the need for any further support she would then contact the Area SENDCo who can provide further advice and support for the child and provision. If this involvement becomes necessary, the child's parent(s) will be informed and a mutually suitable arrangement would be made to discuss next steps. As with all aspects of the children's care we respect parent/carer's wishes and under no circumstances would further specific advice be sought without prior written consent from the child's parent/ carer.

Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs. The SENDCO's will ensure that appropriate records are kept according to the Code of Practice.

Partnerships with parents (Safeguarding)

ICT and Internet Safety Policy

The internet is an incredible resource for children to access, support for their learning, chatting to friends and family etc, but it can also be a very dangerous place for them. They can be exposed to inappropriate material, harassment and bullying, viruses and hackers and be conned into giving away sensitive information. They can also be vulnerable to on-line grooming by paedophiles. Children do not have unsupervised access to the internet at Bright Start Early Years but from time to time staff may use appropriate online resources to support the children's learning. We also talk to children about the need for internet safety.

Children are able to use the computer with age appropriate games and learning tools with adult supervision. If you would rather your child was not allowed supervised access to the internet then please let a member of nursery staff know. Children will not be able to access the internet unsupervised at any time.

Whilst ICT is an important part of the child's experiences and education, the time children spend on computers should not be excessive, and activities are arranged and planned to ensure a good balance of time engaged in ICT and other activities. Staff are aware that their obligation for confidentiality extends to their usage of social networking sites and no discussion of work-related activity is permitted on social networking sites. Staff are expected to conduct their online relationships appropriately and usage of online networking within work hours is forbidden. Inappropriate discussions or conduct will be subject to our disciplinary procedure. We would ask parents to give the same consideration to anything nursery-related in their own social networking, in order to set a good example for your children.

Mobile phones and cameras (including webcams) are not permitted to be used when in contact with the children and are to be put away in the kitchen area at the start of each shift. Parents and Visitors to the setting are also asked to refrain from using mobile phones and cameras (including webcams) whilst on the premises. All information about your child is kept in accordance with our Data Protection policy which can be found with our Terms & Conditions.

Complaints and compliments

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. This can be done verbally, via the website: www.brightstartearlyyears.co.uk, by email at brightstartearlyyears@gmail.com or by letter/card to the setting address.

In the unlikely event that you have cause to make a complaint, this will be dealt with professionally and promptly; to ensure that any issues arising are handled effectively, and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding Policy.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below ~

Stage 1

If any parent should have cause for complaint or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the child's key person or a senior member of staff/room supervisor.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the nursery manager. The manager will then investigate the complaint and report back to the parent within five working days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted.

Parents are made aware that they can contact the above in all stages of complaints and are given information on how to contact them.

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

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

Contact details for the regulator

OFSTED National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone number: 0300 123 1231
www.ofsted.gov.uk

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

Access and storage of information

We believe that an open access policy is the best way of encouraging participation. Parents are welcome to view the policies and procedures file at any time the nursery is open, a copy is also offered to each new parent when their child joins the nursery. These policies govern the way in which the nursery operates and are located on the main notice board in the entrance area. Parents are also welcome to see and contribute to all the records that are kept on their child; however the nursery will adhere to Data Protection laws and GDPR requirements.

Data Protection & Privacy Policy

On registering your child you will be required to complete various forms giving information about your child, including contact details, individual profiles, family and emergency details. The information you provide at registration is essential to enable to provide the best possible care for your child and is an Ofsted requirement for us to hold this information. This information is kept in secure files to which only the relevant staff have access.

Some of the information given on the Registration Form will be entered into our computerised database along with information about sessions booked, starting and leaving dates. This information will be used solely for the purposes of administration (for example to generate daily registers, available session lists, ensure staff:child ratios are met etc) The computer is protected by advanced firewall security and passwords are changed regularly. Access to the database is strictly limited to approved personnel and for the purposes of nursery management: ie generating registers, invoicing and providing contact information for parents and carers. Administrative notes regarding your child's booking or payment arrangements may be included and all information will be deleted 12mth after your child has left, provided no fees remain outstanding.

In order to tailor our care to the needs of your child your Key Worker will keep records of various observations, photos of activities participated in and samples of their work and achievements in an Individual Development File. This file is the property of and, as such, is available to the parent/carer at any time. The Development File will be compiled throughout your child's time at Bright Start Early Years Ltd and will be given to the parent/carer when the child moves on.

Written consent will be requested should any external photography be taken, for example local media, however general photographs of the children playing in the nursery may be displayed from time to time on boards within the nursery, on the private Facebook page, or used to provide evidence to Ofsted regarding the activities we provide. Parents are asked for permission to be given or withheld for these purposes on the Permissions section of the Registration forms.

All staff members, including work experience placements, are subject to a written Confidentiality Clause restricting them from disclosure of information about any child or family both during and following their time at the nursery. Some personal information, such as Names, Addresses and Invoice/Payment information may be shared by Fluid Finance Ltd who deal with our debt collection, should fees remain unpaid following 10th of each month. It is also necessary for the compliance of our Ofsted registration, to share information with outside agencies, for example schools, Speech and Language, other settings your child may attend, health visitors etc however this will only be done in the process of discharging our duty of care to your child and for the benefit of their further development. All personal information will be held in accordance with the General Data

Protection Regulation (2018) will not be shared with any unauthorised individuals but may be kept in secure archive for up to 21 years to comply with Ofsted, and legislative regulations.

All individuals are entitled to access to the information held about them by our setting and we will be happy to make this available on request

We aim to ensure that you are confident in all aspects of your child's care during their time with us. To this end, if there is any aspect of this Data Protection and Privacy policy that you are unhappy with, or unsure about, please notify management and we will try to resolve the issue.

Late collection and non-collection

All children should be collected promptly to avoid unnecessary distress to the child. If a delay is unavoidable, a phone call to reassure the child and inform staff of the situation is advisable.

In the event of any delay, staff will endeavour to contact parents and then the designated emergency contact. If child is still uncollected 2 hours after nursery closing time staff will have to contact Social Services to provide suitable care, however, this is a last resort and every effort will be made by staff to return the child to his/her parent as soon as is possible. An additional charge may be made for extended delays and late pick ups

All parents agree an arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes ~

- Calling the nursery as soon as possible to advise of their situation
- Asking a designated person to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress that may be caused by this situation
- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person. This designated person must know the agreed password in order for the nursery to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the nursery after a reasonable amount of time has been allowed for lateness, the following procedure will be initiated by staff ~

- Inform the nursery manager that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child's records
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of £5 plus normal hourly rate will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

In an emergency situation staff may, at their discretion, agree with the parent to continue childminding at their own home until the parent became available. This would be a personal 'babysitting' agreement, is in no way obligatory, and would not be the responsibility of Bright Start Early Years once the child had left the setting.

Contact numbers

Social Services Emergency Duty Team (MASH)	0345 155 1071
Ofsted	0300 123 1231

Camera and recording device use

We ensure that any photographs or recordings taken of your children in our nursery are only done with prior written permission from each child's parent. This is included on the Permissions Sheet when each child starts with us.

We ask for individual permissions for photographs and video recordings for each different use including, use in the child's learning journey, for display purposes, for promotion materials including our nursery website and brochure and to use in the local press. We ensure that parents understand that their child may also be on another photograph, but not as the primary person, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses then the nursery will respect their wishes and find alternative ways of recording their child's play or learning.

Staff are not permitted to take photographs or recordings of a child on their own cameras, mobiles or other devices and only use those provided by the nursery. The nursery manager will monitor all photographs and recordings to ensure that the parent's wishes are adhered to.

Parents are not permitted to use any recording device or camera (including those on mobile phones) on the nursery premises without the prior consent of the manager.

During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case individual permission will be asked for each child before this event. This will ensure all photographs taken are in line with parental choice.

The main nursery computer will be used for the storage of photographs of the children in our care. This has a password to protect from misuse and therefore can only be accessed by nursery staff. There are also firewalls in place to prevent hacking.

When a child leaves the setting a CD may be made with copies of photos of their child and available for purchase by the parent for a small fee. Where possible individual photos of the child are then removed from the computer, however some group photos may remain for a reasonable amount of time. Please speak to the manager if you have any concerns over our Camera and Recording Device Policy.

Staff

Personnel

The nursery's policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development
- The requirements of the Early Years Foundation Stage
- The needs of the children including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential
- Equal pay for work of equal value
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a person specification and job description for each member of staff prior to an interview
- All interviews will follow our recruitment procedures to ensure safe and fair recruitment occurs
- The provision of a statement of terms and conditions and contract for each member of staff on employment - contract to be received by new employee within two months of commencement of employment
- Prior to commencement of employment, the successful applicant shall be provided with an offer letter (conditional on enhanced Disclosure and Barring Service (DBS) clearance) with the induction procedure and any details of other information relevant for their first day of work
- New members of staff will be provided with copies of all the policies and procedures and we will ensure their understanding and adherence to these over an induction period
- Harassment of any member of staff relating to race, sexual orientation, gender, gender reassignment, age, religion or belief and disability will not be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the nursery.

Staff development and training

The nursery highly values its staff. It is in the interests of the nursery, the children, their families, and the individual, that each staff member is given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children. We are members of the National Day Nurseries Association and access many training courses from their register as well as other providers.

Personal and professional development is essential for maintaining the delivery of high-quality care and learning for children in their early years. It underpins all aspects of positive interactions and activities planned for children. This can be via external training or in-house, and new information gained during training courses is cascaded during staff meetings to maximise information-sharing.

Bright Start Early Years benefits from graduate leadership. The owner has gained Early Years Teacher Status (EYTS) and the day to day manager is currently training towards Level 5 Early Years. All Supervisors are qualified to Level 3 (or equivalent) or above in Childcare and Education and all other permanent staff are level 3 qualified, or training towards this. From time to time we have an apprentice training towards level 2 but the majority of staff are trained to level 3 or above. We strongly promote continuous professional development and work with all staff to offer suitable training throughout the year. We have a training budget which is set annually and reviewed to ensure that the team gain external support and training where needed.

To facilitate the development of staff we

- Coach, lead and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through on going communication, involvement and a no blame culture to enhance nursery practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- Provide specialist training for key roles (eg Behaviour Management, Fire Safety etc) as well as specific age groups and childcare strategies.
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and activity planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses

- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide regular in-house training relevant to the needs of the nursery
- Carry out termly supervisions with all staff. These provide opportunities for staff to discuss any issues, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Staff appraisals are carried out annually where objectives and action plans for staff are set out, whilst also identifying training needs according to their individual needs
- Carry out training needs analyses for all individual staff, the team as a whole, and for the nursery every six months
- Promote a positive learning culture within the nursery
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff.
- Offer on going support and guidance
- Offer varied information sources including membership to local and national organisations, magazine subscriptions (eg Nursery World), resources, publications and literature to all staff to provide access to up to date research and inspiration for supporting children's learning and development.

Supervisions

As part of our culture of safeguarding and continuous improvement we implement supervisions for all of our staff following their induction and probation period.

Supervisions provide staff with the opportunity to

- Discuss any issues – particularly concerning children's development or well-being
- Reflect on observations of their practice and receive feedback and coaching to improve their personal effectiveness.
- Identify solutions to address issues as they arise
- Receive praise and recognition for personal achievement.
- Ensure that they have a good working knowledge of their key children and the processes within the nursery.

The frequency of these is termly. A template agenda is used to ensure consistency across the setting and staff are asked to complete their template in preparation for the supervision - reflecting on their practice and giving thought to anything they would like to discuss - to maximise the effectiveness of the procedure.

It is the responsibility of the manager to plan time to ensure that all staff have supervisions. At Bright Start Early Years supervisions are carried out by the immediate Supervisor or Manager. If for any reason a supervision is cancelled a new date will be rearranged.

Supervision forms also include a declaration for members of staff to declare any health issues, domestic arrangements or criminal offences since last DBS or reason for incapability to work with children. It is each member of staff's responsibility to ensure that they are available for supervision meetings or support and that the necessary paperwork is complete. Information shared in supervision sessions is confidential.

The supervision process will be evaluated through staff feedback to maintain its effectiveness.

Confidentiality policy

The nursery's work with children and their families will bring us into contact with confidential information. It is a legal requirement for the nursery to hold information about the children and families using the nursery and the staff working at the nursery. This information is used for registers, invoices and emergency contacts. However all records will be stored in a locked cabinet in line with Data Protection registration, we are registered with the Information Commissioner's Office (ICO) and our registration number is **ZA143984**

It is our intention to respect the privacy of children and their families and we will do so by:

- Storing confidential records in a locked filing cabinet
- Ensuring that all staff, volunteers and students are aware that this information is confidential and only for use within the nursery
- Ensuring that parents have access to files and records of their own children but not to those of any other child
- Gaining parental permission for any information to be used other than for the above reasons
- Ensuring the staff, through their close relationship with both the children and their parents, learn more about the families using the nursery.
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs

- Ensuring staff, student and volunteer inductions include an awareness of the importance of confidentiality in the role of the key person. If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality
- Ensuring issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis. If, however, a child is considered at risk, our safeguarding policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

Sharing of Information

It is a requirement of the EYFS to share information between settings that your child attends; with yourself, as parents; and with external agencies where appropriate, in order to ensure that a full and rounded view of the child's development is gained and that all their needs are being met. This will be done in line with GDPR requirements but the safety and well-being of the child is paramount.

At Bright Start Early Years we do this in a variety of ways ~

- Between 2-3yr by providing a 2yr Progress Report to coincide with the child's Health Check. This is provided to both parents and the child's Health Visitor.
- By termly development summaries between settings. These are kept confidentially on the child's development file and parents are encouraged to see these at any time.
- Using our daily communication diaries to complete relevant information on routines, likes/dislikes, eating/toileting etc
- By phone calls between keypersons at different settings, or external agencies where appropriate about any additional needs your child may have.
- Our official Facebook page, 'Bright Start Early Years – Chivenor' is used to share information with parents and carers. Explicit permission is requested from parents as to whether they are happy for their child to be included in any pictures on this.
- Through Braunton Links meetings where practitioners from all nurseries and pre-schools in the catchment area meet to discuss general childcare issues. (individual children are not discussed at this time)
- When a child moves on from Bright Start Early Years, we share information about their progress and development with the next pre-school provider or school through Devon Learning Journey transition document.

This will always be done with your complete permission, involvement and awareness and you can access all information we hold regarding your child at any time.

Staff will however divulge confidential information to the Multi-Agency Safeguarding Hub or to Ofsted if they have any concerns that your child is being abused. Please see the Safeguarding Children Policy.

The nursery's records and documentation are kept and stored in accordance to the minimum legislative archiving time. We currently archive records for at least 21 years and three months.

All staff and student workers at the nursery will be made aware of our nursery policies and MUST abide by them.

Safe recruitment of staff

At Bright Start Early Years we are vigilant in our recruitment procedures aiming to ensure all people working with children are qualified and suitable to do so. We follow this procedure each and every time we recruit a new member to join our team. More information regarding our procedures can be found in the Employee Handbook

Advertising

- We use reputable newspapers, websites and the local job centre to advertise for any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures; including an enhanced Disclosure and Barring Service (DBS) check, at least two independent references for each new employee.

Interview stage

- We shortlist all suitable candidates against a preset specification and ensure all applicants receive correspondence regardless of whether they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification and a request for identification prior to the interview
- The manager and owner will both sit on the interview panel and are both involved in the overall decision making
- At the start of each interview all candidates' identities will be checked using, for example, their passport and/or photo card driving licence. All candidates will be required to prove they are eligible to work in the UK
- All candidates reaching the interview stage are required to answer both verbal and written questions, and using the same set criteria and questions for each job role to ensure continuity and fairness. These are formulated around specific areas of childcare, including safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions will be value based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care.
- Candidates will be evaluated based on their answers and for their individual experience and qualifications
- Each shortlisted candidate will be asked to take part in a trial session which will involve spending time in a particular age group in the nursery interacting with the children, staff and where appropriate parents
- The Manager and Owner will then select the most suitable person for this position based on the interview evaluation, trial session feedback and the candidate's knowledge and understanding of the Early Years Outcomes, as well as the needs of the nursery.
- Each candidate will receive communication from the nursery stating whether they have been successful or not.

Starting work

- The successful candidate will be offered the position subject to at least two references from previous employment or in the case of a newly qualified student, their tutor and a personal or professional reference (e.g. their GP). These references will be taken up BEFORE employment commences.
- Prior to employment, but after the job has been offered, a health check questionnaire will be given to the employee
- All new starters will be subject to an enhanced Disclosure and Barring Service (DBS) check whether they currently hold an enhanced DBS check or not. This will be initiated before the member of staff commences work in the nursery and they will not have **unsupervised** access to any child or their records before this check comes back clear. Further to this, the taking of photographs of any child, looking at their learning and development log or changing the nappy of any child will not be undertaken by any new member of staff without an up-to-date enhanced DBS check (whether supervised or not)
- All qualifications will be checked and copies taken for their personnel files
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures.
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children Policy and procedure

Ongoing support and checks

- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. A declaration of health will be made termly at each Supervision.
- All staff are responsible for notifying the manager in person should any circumstances arise that may affect their suitability to work with children. This will include any incidents occurring outside the nursery. Staff will face disciplinary action should they fail to notify the manager in a reasonable timescale.
- Each member of staff will receive three meetings a year with the manager, a formal appraisal and two informal supervision reviews (see supervision policy).
- The manager, deputy and Supervisors will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback.

Legal requirements

- The nursery abides by all legal requirements relating to safe recruitment from the Early Years Foundation Stage
- The nursery also abides by the employer's responsibilities relating to informing the Independent Safeguarding Authority of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the safeguarding policy for further information.

Supervision of staff

The setting manager is responsible for ensuring all staff, including students, are suitable to work with children. Checks are carried out via enhanced DBS clearance checks and by checking the validity of references. Where possible staff will have the checks completed prior to starting employment. However if there are delays in checks coming through, staff may work in the nursery before these checks are completed as long as they are supervised by registered staff at all times.

All nursery staff will be informed of staff awaiting enhanced DBS clearances.

Staff awaiting these checks will never ~

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by registered staff
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Look at a child's learning and development log.
- Have access to children's personal details and records.

Whilst ensuring all the above are adhered to, we still recognise that it is vital that the staff member awaiting an enhanced disclosure is made to feel part of the team and participate fully in every other aspect of the nursery day.

We recognise that the enhanced DBS disclosure is only part of a suitability decision and nursery management will ensure each individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery.

All students will also receive an interview to ensure they are suitable for the nursery, an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised to ensure they receive the appropriate support, training and information they may require. See student policy

Mobile phone and social networking (E-safety)

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. To this end, and for the safety and security of the children in our care, mobile phones are NOT to be used during working hours.

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' and 'Twitter' could have an impact on how parents using the nursery view the staff.

Staff must adhere to the following:

- Mobile phones can only be used on a designated break and then this must be away from the children
- Mobile phones should be stored safely in the staff area at all times.
- Photographs must not be taken of the children on any phones, either personal or nursery owned.
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using the nursery, or that relates in any way to a child in our care.
- If staff choose to allow parents to view their page on social networking sites then this relationship must remain professional at all times, we would recommend that security settings on social network sites are at the highest level to prevent anyone with whom you are not 'friends' seeing information about you or your line of work.
- Staff are expected to conduct themselves according to our policies and procedures at all times and this applies equally to social networking and personal interaction – care should be taken that texts, posts or other correspondence between staff, parents or others should not reflect adversely on the employee's work or the nursery in any way.
- Due to the absence of body-language, tone of voice and other important factors, texting, email and posts online can easily be misconstrued and offence be taken where none was meant. Staff and students are encouraged to think carefully about their conduct and to treat others respectfully.

- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents and visitors use of mobile phones

The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children

Students

The nursery is committed to sharing good practice with those wishing to pursue a career in childcare. Therefore, students will be welcomed to join our staff team and gain work experience within our nursery. We welcome the chance to encourage training. We accept student placements and recognise this as an opportunity to examine and revise our own practice. We will accept a maximum of 2 students at a time, as more students than this places undue pressure on staff.

Students are expected to be associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. Placements will be offered after discussions with the appropriate tutors, and close links have been established with the college or school.

Students will attend a visit to the nursery for an interview, followed by their student induction and nursery tour. At this time, students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student induction pack:

- Students will be supervised at all times by a member of staff assigned to them and will not be left alone with the children
- Students will be asked to read all nursery policies that relate to their placement during their student induction
- We require students to keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Manager or Supervisor to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and offered constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities and will aid their development
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed
- To maintain parent partnerships, parents will be informed of when students are present in the nursery via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student.

All students on placement must adhere to the same codes of conduct as permanent staff and this also applies to time-keeping and dress codes. Confidentiality must be upheld at all times. Students are attached to a senior member of staff who will supervise their work and explain the health, safety and fire requirements. All students are encouraged to contribute fully to the nursery routine and to spend some time in each area. Students must not be left alone with children and they should only be allowed to change nappies when supervised.

Students' induction pack

On commencing their placement, the student will be given a pack containing:

- General information about the nursery
- A copy of this Student policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all relevant nursery policies and procedures

Volunteers

Bright Start Early Years recognises the immense benefits that volunteers can bring to the nursery. In return, we hope to give volunteers an opportunity to exercise their skills in a different environment and to undertake new experiences.

Status of volunteers

A volunteer is not an employee and will not have a contract of employment with the nursery. We will however insist that the volunteer follows all nursery procedures in the same manner as a paid employee to ensure consistency and quality of care and early learning for the children.

Enhanced DBS check

All volunteers will have suitability checks conducted in the same way as paid employees. This will include enhanced DBS check. These checks will be conducted before any volunteer starts their time within the nursery and this will also include two written references.

Training

Volunteers will be offered training and/or support as appropriate. We will provide any training and support required for the role, including child protection and health and safety training. The purpose of this is to enable the volunteer to get the most out of their decision to volunteer and enhance their performance in their voluntary role within our team.

Policies and procedures

Volunteers are expected to comply with all the nursery's policies and procedures. The volunteer's induction process will include an explanation of this.

Confidentiality

Volunteers are likely to become aware of confidential information within the nursery either about the children, its staff and parents. Volunteers should not disclose this information and should follow the nursery confidentiality procedure at all times.

Volunteer's induction pack

On commencing their volunteer work, the volunteer will be given a pack containing:

- General information about the nursery
- A copy of this volunteering policy
- A confidentiality statement which will require reading, signing and returning to the nursery manager
- Details of access to all nursery relevant policies and procedures

WHISTLEBLOWING POLICY

At Bright Start Early Years we are dedicated to tackling malpractice and wrongdoing in the workplace. The nursery should be a happy and safe environment for the children, adults and parents who work within it.

Whistleblowing differs from a complaint or grievance in that the whistle blower has no personal interest in the outcome. If you feel you have a complaint or grievance, please follow our complaints procedure outlined in our Policies and Procedures document.

In the unlikely event that a member of staff, volunteer or student should have a concern about safeguarding failures or other wrongdoing in a setting, the following procedure should be followed.

You should first raise your concern internally, with your immediate supervisor. If you feel unable to do this, (perhaps because your concern relates to them), you should then raise your concern with the Nursery Manager.

If you feel you need to report your concern outside of the management line, or if you wish to escalate a concern you feel has not been dealt with sufficiently, then you may call

Elizabeth Trantham (Senior Whistleblowing officer) directly

Tel: 07786 367801

Email: brightstartearlyyears@gmail.com

You should expect your issue to be looked into immediately, however please be aware that, depending on the nature of the concern, resolution may take up to a month.

If you are worried at any stage about how to raise your concern, you should always seek independent advice at the earliest opportunity. This may be to check who may be best placed to deal with their concern or simply to talk the matter through in confidence first and discuss how to raise your concern, i.e. early years and childcare advisor. Please be aware, however, that this is in line with our confidentiality requirements and should not be discussed with unprofessional persons.

If you have raised their concern internally but feel it has not been properly addressed, or if you feel unable to raise your concern at any level within the organisation, you may feel that you need to raise your concern outside of your place of work

If your concern is about an immediate or current risk to an individual child or children, it is important that you follow Devon Safeguarding Boards (DSCB) Child protection procedures.

To raise concerns about failures in practices and procedures for the safeguarding of children in early years settings in Devon, you should contact:

MASH (Multi Agency Safeguarding Hub)

Tel: 0345 155 1071

Email: mashsecure@devon.gcsx.gov.uk

Ofsted

Whistleblowing hotline: 0300 123 3155 (Mon to Fri 8am to 6pm)

Email: whistleblowing@ofsted.gov.uk

By post: WBHL, Ofsted, Piccadilly Gate,
Store Street, Manchester. M1 2WD

When an allegation is made against a member of staff, set procedures must be followed.

The **LADO** should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed, a child
- possibly committed a criminal offence against children, or related to a child
- behaved towards a child or children in a way that indicated they may pose a risk of harm to children.

Allegations of historical abuse should be responded in the same way as contemporary concerns. In such cases, it is important to find out whether the person against whom the allegation is made is still working with children and if so, to inform the person's current employer or voluntary organisation or refer their family for assessment.

Any concern that meets the criteria above should be referred within one working day of the concern coming to your attention. You can do this by completing the notification form here

<https://services.devon.gov.uk/web/lado/form>

Initially, it may be unclear how serious the allegation is. If there is any doubt, you should contact the **LADO** or lead person for safeguarding in your agency for advice. For information about what to do when concerns come to your attention please see advice for organisations guidance.

LADO (Local Authority Designated Officer)

By phone: 01392 384964

By email: childsc.localauthoritydesignatedofficersecure-mailbox@devon.gov.uk

To request a notification form.

Confidentiality

If a member of staff/volunteer/student comes to Ofsted anonymously – this is when they do not know who they are – it will be harder for them to take up the matter, or be sensitive to the person's position, though they will look into the substance of the information that has been provided.

Ofsted encourage either open or confidential whistleblowing as the best means for protecting staff/volunteer/student and for the concern to be addressed. Ofsted will ensure that their work in the handling of all concerns, complaints and safeguarding issues complies with the requirements of the Data Protection Act 1998 and the Freedom of Information Act 2000.

Under the Freedom of Information Act, Ofsted has the legal obligation to provide information in response to a request unless the information is available by other means; it would not be reasonably practicable to supply it; or the information falls within the exemptions of the Act.

If Ofsted receive requests for disclosure of information obtained under the whistleblowing procedure, they will always seek to maintain confidentiality where this has been requested.

However, Ofsted cannot guarantee confidentiality in every case.

Policy and Procedure for Home-Working on Files

Where possible time will be provided within the working day for each child's development file to be completed. During busy periods, due to the open-plan nature of the setting, it is not always possible to do this without detriment to the care of the children.

At times such as these we recognise that 'home-working' by staff for completion of child files may be necessary and the most effective way to produce quality development records for your child.

- Where it is deemed necessary by the senior member of staff, the child's keyperson will be allowed to take forms home for writing up links to EYFS and reporting on areas of development, 'wow' moments etc.
- Relevant observations made within the setting may be taken for reference but the child's file must not be removed in its entirety.
- The child will be identified by first name only and no photos will be taken out of the setting. Following completion of the forms, and where appropriate, photos should be added to the child's file by/with the child during their session - allowing time for discussion of the child's development with them, and in order to promote awareness and ownership of their file.
- Any information written about the child will be securely held by the key person, whilst off-site, and returned to the setting at their next shift, for addition into the child's file. In the event of illness or extended absence arrangements will be made to return the completed forms no later than 1 week from time of completion in order that files are kept up to date and development information is not left outside of the setting unnecessarily.

In accordance with our data protection and confidentiality policies, no information about the child will be divulged or allowed to be accessed by anyone other than nursery staff. No sensitive information will be removed from the setting at any time.

Absence management

Bright Start Early Years encourages all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness. By implementing this policy, we aim to strike a reasonable balance between the pursuit of its business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

Principles

We aim to provide a healthy working environment and demonstrate commitment to health, safety and the welfare of staff in order to maximise attendance.

Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

Exclusion periods for contagious illnesses

Working with children will mean that you are in contact with illnesses which can be highly contagious. We take the health of children and staff very seriously therefore if you have any contagious illness you must adhere to the same exclusion periods as children. This will ensure that you are able to recover appropriately and that this illness is not passed onto other staff, children or parents. The manager will advise you of any exclusion times required (see the sickness and illness and infection control policies).

Sickness absence reporting procedure

Reporting of sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action. On your first day of absence, you must

- Telephone the nursery and speak to the manager
- Give brief details of your illness.
- Telephone and speak to someone yourself unless you are hospitalised or incapacitated
- Contact someone within two hours of your normal start time – if unwell the evening before then a text to warn of possible absence is recommended.
- If you are due to start at 7:30am then please contact the manager at least one hour before your shift is due to start.

If you are aware that the illness is likely to last for more than the one day you should indicate the length of absence expected. We ask that you let the nursery know by 16.30 if you are not going to be returning to work the next day.

After returning to work from any sickness absence leave, a 'return to work' interview may be undertaken by the employee and line manager. This will not happen in all circumstances, but it would be expected in the following ~

- Where the absence has exceeded 14 days
- Where the nature of the illness means that duties on return to work may need to be altered, and clarification and/or consultation is required
- Where a member of staff has had two or more absences in 12 weeks.

During the return to work interview the following will be discussed:

- The reason for absence
- Whether adjustments to the role (on a temporary or more permanent basis) are required, and what they are. These might include adjusted work patterns, start and finish times and changes of duties
- Future requirements and expectations, e.g. improved attendance

The return to work interview should be recorded and signed by both the duty manager and employee and a copy attached to the employee's file. Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager.

Throughout any stage of discussions on sickness absence, employees may be accompanied by a work colleague. The abuse of sick leave and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedures.

Frequent and/or persistent short-term sickness absence

Short-term absence may either be for reasons of sickness, e.g. short periods of one or two days occurring frequently. Absence of this nature can be identified by one of the following indicators and should be classed as a trigger for further action ~

- Four self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year
- Patterns of absence over a period, e.g. an individual regularly taking Mondays or Fridays off
- Where an employee's attendance record is significantly worse than those of comparable employees, or absence problems have gone on for a considerable length of time.

Long-term sickness absence

For the purposes of the policy, long-term sickness absence is defined by the nursery as absences lasting over one month. Where absences have lasted over 14 calendar days or more the manager should contact the member of staff concerned to obtain an initial assessment of the problem and to offer any further help or assistance. This informal contact may be maintained with the employee's agreement until one month's continuous absence.

At this point and where felt appropriate after further assessment of the problem, the manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting should ~

- Seek to confirm the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the nursery's concern regarding their health and necessary absence from work
- Consider offering alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- Give consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these
- Advise the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the nursery to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or following return to work, the attendance record does not improve; a subsequent meeting should be arranged. At this point unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of incapability might have to be considered taking into account any medical information available.

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the nursery will ~

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through occupational health
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health and Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the owner, making sure the capability procedure has been exhausted.

Occupational health

The nursery will engage the services of an independent Occupational Health Advisor in situations where expert medical opinion is required, and work with them to identify the best course of action in circumstances of sickness absence.

Access to medical records

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners
- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee would like access
- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the nursery requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sick absence, staff are entitled to the support of and/or representation by a colleague.

The nursery reserves the right to request employees to attend a medical advisor (e.g. consultant, GP or Occupational Health Advisor) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, where it is necessary to seek expert medical opinion as to whether or not the employee can fulfil their job role.

Sick Pay

Statutory Sick Pay (SSP) will be paid in accordance with Department for Work and Pensions requirements, and no payment will be made for the first three working days in a period of incapacity for work.

Health and safety

Health and safety - general statement of policy

At Bright Start Early Years we provide a safe and secure environment for your child to enjoy. We aim to prepare your children for their life ahead and, to this end, older children are encouraged to begin to understand the safety risks in their own play and to take care of themselves and others. Children learn these skills through a variety of child led activities and staff example but are supervised at all times to ensure their own, and others' safety.

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children are cared for and learn. We provide information, training and supervision to meet this purpose and we wish to develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out within this policy and sufficient resources will be made available to honour our commitment.

The policy will be kept up-to-date, particularly as the nursery changes in nature and size and will be revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working procedures amongst staff and children
- Ensure that furniture and equipment conforms to Fire Safety regulations and British Safety Standards.
- Make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery and safe entry and exit from it
- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments
- Maintain a safe environment for those with disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate responses by the management.

We believe the risks in the nursery environment to be low and we will maintain the maximum protection for children, staff and parents. Staff at the nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable and remain clear at all times
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Undertake risk assessments of outings, nursery areas and activities as appropriate.
- Ensure that all staff, visitors, parents and children are aware of the fire procedures (see below)
- Risk assess all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure PAT testing is carried out at least annually and that appliances are checked for any visible defect prior to use.
- Ensure that fire fighting equipment is checked annually by the Fire services.

- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and especially children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Good personal hygiene is encouraged through routine, training and role-modelled behaviour; for example use of hand washing routines, covering mouth during coughing, chewing with mouth closed and other good practices
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Ensure risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Prohibit smoking on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the officer in charge
- Familiarise all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Ensure children are supervised at all times
- Prohibit running inside the premises unless in designated areas
- Ensure no student, volunteer or visitor is left unsupervised at any time.

Responsibilities

Responsibility for Health and Safety, is **Kirsten Passingham**, and our 1st Aid and Fire Marshall responsible person is **Lauren Roberts** - daily health and safety checks and risk assessments are overseen by the Supervisor before children arrive in the morning, and reviewed by the manager.

All staff have a duty of care to be vigilant throughout the day, to carry out mental risk assessments of each activity and situation, and to report and mitigate any danger, damage or potential risk to management. Staff also have the responsibility to co-operate with senior staff to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter.

The manager has overall and final responsibility for this policy being carried out at:

Bright Start Early Years, Hawks House, Chivenor. Barnstaple. EX31 4AZ

The deputy nursery manager will be responsible in his/her absence.

Whenever a member of staff notices a health or safety problem, which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the senior member of staff in the area.

Daily contact, monthly staff meetings and health and safety meetings provide consultation between management and employees, this will include health and safety matters.

Health and safety training

Person responsible for monitoring staff training is **Kirsten Passingham**

Training table: Area	Training required	Who
First aid	Paediatric Course	All staff
Safeguarding	Online L2 (DSL - level 3 course)	All staff and students
Risk assessment	Online training	All senior staff
Fire safety procedures	In house training	All staff and students
Basic Food Hygiene	In house training/course	All staff and students
Manual handling	In house training/course	All staff and students

All staff members on duty, who are included in the adult:child ratios, MUST hold a full Paediatric First Aid certificate and this applies equally to children on outings.

Health and safety arrangements

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment
- All outings away from the nursery (however short) will include a prior risk assessment – more details are included in our visits and outings policy
- All equipment and areas will be checked thoroughly by staff before children access the area. These checks will be

recorded in each room and initialled by the staff responsible. All unsafe areas will be rectified by this member of staff to ensure the safety of children, if this cannot be achieved the manager will be notified immediately

- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and basic care needs, e.g. easy to access toilet area and fresh drinking water
- The nursery will adhere to Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe around any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will include risk assessments, manual handling and fire safety
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident
- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- All health and safety matters are reviewed informally on an on-going basis, and formally every six months or when something changes. Staff and parents will receive these updates as with all policy changes as and when they happen
- Staff and parents are able to contribute to any policy through the Feedback scheme and during the regular meetings held at nursery.

Fire safety

At the beginning of each session the fire board by the front door should be completed by the day's Fire Marshall by 9.30am at the latest. Subsequent changes to numbers in or out should be updated by the staff member attending the door and numbers should be checked against this and the register.

Fire and Emergency Evacuation Procedure

In the event of fire, our first priority is to get all children, parents and visitors out of the building as quickly as possible. Below are the procedures we will calmly adopt should the need arise ~

Means of Escape

The main exit routes are from fire exits in nursery and preschool, via gardens and through the main entrance. Routes are clearly marked with Fire Exit signs. On discovery of a fire all children will be evacuated by staff via the nearest available exit.

Fire Warning System

As soon as anyone discovers a fire, or is aware of any threat, e.g. suspicious package, terrorist attack warning etc. the alarm should be sounded at any of the call points around the building. The audible alarm must be acted upon immediately by all staff.

Responsibilities

Each room supervisor will have a first responsibility for ensuring that all children, from within the room they are working at the time, are evacuated at the time the alarm is raised.

The Fire Marshall, (or in her absence, the most senior member of staff on duty) be responsible for obtaining the register from reception, contacting the fire brigade and complete final sweep of building prior to exit (to include all toilets, corridors, sleep rooms etc)

Assembly Point

Staff will assemble the children, and any parents and/or visitors in a safe manner directly outside the front door.

The register will be checked against a headcount, to ensure all children are safe and accounted for

All children will then be led safely and calmly to the waiting area in the car park of the Community Centre

Fire Fighting Equipment

Fire fighting equipment is installed in the building and maintained in efficient operating condition.

In the entrance area there are 2 Foam Fire Extinguisher – for Wood Paper and Textiles;

In each Kitchen area there is

- a Foam Fire Extinguisher;
- a Co2 Fire Extinguisher – for Electrical equipment and Flammable Liquids; and
- a Fire Blanket.

An attempt should only be made to tackle a fire after the building has been evacuated and only if it is safe to do so. No member of staff should place himself or herself in any danger. Operating instructions are printed on each extinguisher/blanket and should be read carefully before use.

No one is to return to the building until a Fire Officer has approved the building safe to re-enter.

Always remember the safety of children and staff is of the utmost importance and no attempt should be made to gather personal belongings prior to evacuation.

Fire Drills

Fire drills will be carried out at least every 2 weeks, rotating day and session to ensure that both part- and full-time staff are confident and able to carry out their duties effectively.

These will be recorded in the Log Book.

Safety checks

Safety checks must be carried out on a daily basis on the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas and recorded to show any issues and solutions.

All staff should be constantly aware of the nursery environment and monitor safety at all times.

Risk assessments

The nursery carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change. Daily and ongoing 'dynamic' risk assessments are carried out by all staff throughout the sessions.

All senior staff are trained in the risk assessment process to ensure understanding and compliance.

All outings away from the nursery are individually risk assessed. For more details please refer to the visits and outings policy.

Risk assessments will record

- the hazard,
- who could be harmed,
- existing controls,
- the seriousness of the risk/injury,
- any further action needed to control the risk,
- who is responsible for what action
- when/how often will the action be undertaken,
- how will this be monitored and checked and by whom?

Please refer to the Health and Safety Executive's leaflet - 'Five Steps to Risk Assessment', located in the Health & Safety File in the office, for further support with the risk assessment process.

Electrical equipment

Electrical equipment is checked and PAT tested on an annual basis by

- Richard Green of Fairview Electrics 07976 385221

In addition, staff are vigilant on a daily basis as using the equipment to ensure

- all electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- appropriate safety measures are in place to ensure the safety of the children with regard to sockets and these are kept turned off unless in use.

Mains information

Locations of:

- Water stop tap: in Outdoor cupboard
- Fuse box: on wall above front door (nursery) and in locked cupboard (preschool side)
- Main electricity box: in storage cupboard by garage.

Dangerous substances

All dangerous substances including chemicals MUST be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

Transport and outings

The arrangements for transporting and the supervision of children when away from the nursery needs to be carefully planned. The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures.

Room temperatures

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18C in all areas
- Water supplies
- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40C.

Healthy workplace

The nursery is committed to providing a workplace which supports and encourages a healthy staff team through sharing information, training and family friendly issues.

Dress code

Staff must follow our dress code at all times, which is given to them during induction.

Personal hygiene

Staff must follow the personal hygiene code below at all times, and encourage children to adopt the same good personal hygiene code themselves.

- All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses and after contact with animals.
- After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

Cleaning

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is a vital step to ensure this. The nursery will be cleaned every day and regular checks will be made in the ~

Bathrooms

- toilets, sinks, floors and surrounding areas will be cleaned at least daily (more if necessary) and checked at least hourly.
- bins should be cleaned and relined and paper towels recycled after use.
- the nappy changing facility and potties will be cleaned out after each use.
- any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Hygiene in the kitchen

Before adults prepare or handle food they must wash their hands thoroughly and ensure clothing is clean and free from strong smells such as tobacco or perfumes.

Staff must use the appropriate chopping boards when handling meat, fish, fruit and vegetables, to prevent cross-contamination. All food should be kept covered and refrigerated where appropriate.

Allergies should be taken into account when preparing food and any necessary preventative measures taken – allergy lists can be found in each kitchen and individual children's files.

All waste food should be disposed of in the appropriate bins and hands washed after use. Dishcloths and tea towels should be changed at least daily.

All surfaces should be cleaned thoroughly after use using anti-bacterial spray and washing up should be washed and put away. Paint pots and other cleaning and sterilising MUST be carried out away from any food handling and separate washing up bowls must be used, to avoid contamination.

Bright Start Early Years complies with the guidelines set out in 'Safer Food, Better Business' from the Food Standards Agency and will be inspected under the 'Scores on the Doors' initiative.

Staff need to be aware of the basic food hygiene standards through appropriate training and this will be reviewed every three years.

- Fridges to be cleaned out weekly
- Microwave to be cleaned after each use
- Oven to be cleaned out regularly and recorded
- All cupboards to be cleaned out monthly
- Fridge temperature must be recorded first thing in the morning during the Health and Safety checks
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food it should over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with anti-bacterial spray
- Children must NOT enter the kitchen or office areas
- Doors/gates to the kitchen to be kept closed/locked at all times.

Nursery / Baby room

- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37C) and tested to ensure they are an appropriate temperature for the child to drink safely
- Bottles will be disposed of after two hours. Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- Sterilisers will be washed out daily
- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Toys are washed with sanitising fluid on a regular basis
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Face cloths, if used, should be changed after every use and not shared between children
- High chairs must be cleaned thoroughly after each use. Straps and reins must be washed weekly or as required
- Each child should have its own cot sheet which should be changed at least daily or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals
- Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Children should learn about good hygiene routines and why they need to wash their hands, wipe their noses and cover their mouths when coughing.

Missing child procedure (from nursery)

In the unlikely event of a child going missing within/from the nursery, the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents and will then await instructions from the police

In the unlikely event that the child is not found the nursery will follow the local authority and police procedure.

- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.
- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary

- In any cases with media attention, staff will not speak to any media representatives.
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

Lost child procedure (from outings)

Regular head counts are carried out on children throughout the outing. In the unlikely event of a child going missing whilst on an outing the following procedure will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The organiser will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised, calm and supported throughout
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge will immediately inform the police
- The designated person in charge will then inform the nursery who will contact the child's parents giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or the manager's responsibility to ensure that there are adequate staff to care for the children and get them back safely, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings.

In the unlikely event that the child is not found the nursery will follow the local authority and police procedure.

- Ofsted must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience, management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring to be reduced.

No smoking policy

Children's health and well-being is of the utmost importance for the nursery. Smoking has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking policy within its buildings and grounds. It is illegal to smoke in enclosed places.

You are respectfully required to abstain from smoking whilst on the premises, or immediately outside the nursery. This rule also applies to staff, students, parents, carers, visitors, contractors etc.

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

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

We respect that it is a personal choice to smoke, although as an organisation we support healthy lifestyles and therefore help staff and parents to stop smoking by ~

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - www.smokefree.nhs.uk
- Offering information regarding products that are available to help stop smoking
- Offering in-house support.

~ STAFF DECLARATION ~

We, the undersigned, agree that we have read and understood the above Policies & Procedures and will abide by them.

We also guarantee to maintain the confidentiality of children, parents, staff and the nursery in general. Confidentiality is to be maintained even if no longer employed with Bright Start Early Years Ltd.

Name Key Area

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