



Kerswell Nursery & Forest School Policies

Includes:

**General Data Protection Regulations
Provider Record Policy
Child Records Policy
Safeguarding Policy
Complaints Procedure
Policy on Outings
Policy on Lost/Missing Children
Procedures for Dropping and the Collection of Children,
Answering the Door and On-site Parking
Policy on Accidents/Illness & Existing Injuries
Administering Medication Policy and Procedures**

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General Data Protection Regulations (GDPR)

(EYFS Statutory Framework– 3.92 – 3.95)

Kerswell Nursery & Forest School (the Setting) is legally obliged to protect any personal information we hold and works with the Information Commissioner's Office (ICO) the Setting has a Data Protection Officer (DPO), however parents/carers have a right to complain about any breach of their personal data to the (ICO). All parents/carers will have been issued with a Privacy Notice under the terms of the General Data Protection Regulations 2018 prior to their child starting at the Setting. We are required by law to pass some information about you to the Local Authority and the Department for Education (DfE). Further information can be obtained from:
http://www.ico.gov.uk/for_organisations/data_protection/the_guide/

The following information is held securely:

Provider Record Policy

(EYFS Statutory Framework– – 3.56)

The Setting keeps following records on the premises at all times:

- The name, home address and telephone number of every person employed at the Setting.
- Details of any person who will be in unsupervised contact with children at any time (including for example the member of staff who will stay behind in the event of a child not being collected by a person on time).
- Daily record of children on the premises and their hours of attendance.
- The names of each child's Key Person.
- A record of the risk assessment stating when it was carried out, by whom, date of review and any action taken.

Records are held for a reasonable period of time and are stored securely. All staff are aware of the need for confidentiality. Records are kept for a reasonable period of time.

Child Records Policy

(EYFS Statutory Framework– 3.96)

The setting keeps the following records on the premises at all times:

- The name, home address and date of birth of each child registered at the Setting.
- The name, home address and telephone number of every parent/carers for each child registered.
- Which parents/carers each child normally lives with.
- Emergency contact details of the parents and carers of every child.
- Records of any medicines supplied to children at the request of parents.
- Records of any existing injuries or concerns
- Referrals to other professional bodies/agencies

Essential Records

In addition to the Setting's Provider Policy and Child Records Policy, the following records must also be kept on the premises at all times.

- Record of any accident.
- Procedures for and record of any fire or emergency incident.
- Procedures to be followed in the event of a parent failing to collect a child at any time.
- Procedures to follow in the event of a child being lost.
- Record of any complaints from a parent about the service offered by the Setting.
- Procedures for the protection of children in the event of an allegation of abuse or neglect.
- Staff rotas and cover for staff illness.
- Qualifications of everyone employed in the facility.
- Maintenance and cleaning of premises and equipment log.
- Gas and electrical safety check.
- Collection of children procedures in the event of an emergency.

List of all Kerswell Nursery & Forest School's Policy & Procedures

Parents, carers and link settings can at any time request a copy of any the following policies or procedures.

Accidents, Illnesses & Existing Injuries
Administering Medication
Admissions
Antibullying
Behaviour Management
Complaints
Confidentiality
Data Protection
Drop off & Collection of Children
Drugs & Alcohol in the Workplace
Equality & Diversity (Inclusion Statement)
Fire
Food & Drink
Health & Hygiene
Key Person Approach
Learning and Development
Lost/Missing Children
Manual Handling
Mobile Phones
Notifiable Diseases
Observation & Assessment
Outdoor Play
Outings
Photography & Video
Physical Intervention
Risk Assessment
Safe Recruitment
Safeguarding & Child Protection
Sick & Infectious Children
Smoking
Social Networking
Special Educational Needs
Staff Induction
Staffing
Students & Volunteers

Transitions
Uncollected Child
Working in Partnership with Parents
Working with other Agencies

Safeguarding Policy & Procedures

(EYFS Statutory Framework – 3.4-3.6)

Introduction

At Kerswell Nursery & Forest School (the setting) we recognise our moral and statutory responsibility to safeguard and promote the welfare of all children. We endeavour to provide a safe and welcoming environment where British Values are imbedded, and children are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection and justice.

Principles

Our core safeguarding principles are:

- It is the setting's responsibility to take all reasonable steps to safeguard and protect the rights, health and well-being of all children who are in our care.
- Representatives of the whole early years setting (if applicable) including children, parents and staff will be involved in policy development and review.
- Policies will be reviewed annually, unless an incident or new legislation or guidance suggests the need for an earlier review date.
- The setting will ensure that the welfare of children is given paramount consideration when developing and delivering all activities.
- All children, regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection.
- All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm in accordance with this guidance.
- All children and staff involved in child protection issues will receive appropriate support from the manager of the setting (if applicable) who will follow this policy guidance in doing so.

Aims

Our aims are to:

- To provide all staff with the necessary information to enable us to meet our statutory responsibilities to promote and safeguard the wellbeing of children.
- To ensure consistent good practice across the setting, including imbedding British Values within these practices.
- To demonstrate the setting's commitment to safeguarding and the 'Prevent Duty'.

Terminology

Safeguarding and promoting the welfare of children refers to the process of protecting children from abuse or neglect, preventing the impairment of their health or development, ensuring that children grow up in circumstances consistent with the provision of safe, effective and nurturing care and undertaking that role so as to enable those children to have optimum life chances and to enter adulthood successfully.

Child protection refers to the processes undertaken to meet statutory obligations laid out in the [Children Act 1989](#) and associated guidance ([see Working Together to Safeguard Children, A guide to inter-agency working to safeguard and promote the welfare of children- 2015](#)) in respect of those children who have been identified as suffering, or being at risk of suffering harm.

Prevent Duty requires Providers to have a duty under [section 26 of the Counter-Terrorism and Security Act 2015](#), to have "due regard to the need to prevent people from being drawn into terrorism". Staff should be able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. Providers should protect children from the risk of radicalisation by building resilience to radicalisation by promoting fundamental British values and enabling children to challenge extremist views.

Roles and responsibilities of the Safeguarding and Child Protection designated person

All early years settings must nominate a senior member of staff as the Safeguarding and Child Protection designated person. The designated person's roles and responsibilities in respect of Safeguarding and Child Protection include:

- Supervision, support and training
- Integrated practice
- Meeting statutory requirements

Supervision, support and training

Provide support, supervision and advice for any staff member, volunteer or student with a safeguarding or child protection concern.

- Provide safeguarding and child protection induction for new staff, students and volunteers.
- Have an understanding of LSCB procedures which are available on LSCB webpages here: <http://kingstonandrichmondscb.org.uk/>
- Ensure own safeguarding training is up to date.
- Ensure all Safeguarding and Child Protection training is cascaded to other staff.
- Ensure that a record is kept of staff who have completed child protection training.

Integrated practice

- Liaise with and make referrals to appropriate agencies about children where there are safeguarding or child protection concerns, including the Local Authority Designated Officer (LADO).
- Co-ordinate the development of integrated practice for vulnerable children and families including using the Common Assessment Framework (CAF), and Team Around the Child (TAC).
- Develop effective links with relevant statutory agencies. For example, Health, Police, GPs, Local Authority.
- Co-ordinate and support the setting when working with a child who has a Child in Need or a Child Protection Plan.

Meeting statutory requirements

- Ensure that the child protection policy is updated annually, and that all staff have read and understood this policy.
- Ensure that policies and procedures relating to Safeguarding and Child Protection are fully implemented by the setting and followed by staff, students and volunteers.
- Embed robust Safeguarding and Child Protection practices across all areas of the provision.
- Co-ordinate the early identification of vulnerable children and families and the involvement of mothers, fathers and carers.
- Liaise with OFSTED about safeguarding concerns.
- Set up and manage clear, accurate and secure record keeping systems.

The Designated Safeguarding Lead person in this early years setting is:

Name:	Jacqueline Smith
Job title:	Lead Practitioner
Contact telephone number:	07958 269475

Good practice guidelines

To meet and maintain our responsibilities towards children, the setting agrees to the following standards of good practice:

- To treat all children with respect.
- To set a good example by conducting ourselves appropriately.
- To ensure staff are positive role models to children and other members of the team and never engage in rough physical or sexually provocative games.
- To involve children in decision-making which affects them (taking their age and development into account).
- To encourage positive and safe behaviour among children.
- To be a good listener.
- To be alert to changes in a child's behaviour.
- To recognise that challenging behaviour may be an indicator of abuse.
- To read and understand all of the setting's safeguarding and guidance documents on wider safeguarding issues, for example, physical intervention and information-sharing.
- To ask the child's permission before doing anything for them, which is of a physical nature, such as assisting with dressing or administering first aid.
- To maintain appropriate standards of conversation and interaction with and between children and avoid the use of sexualised or derogatory language.
- To be aware that the personal and family circumstances and lifestyles of some children lead to an increased risk of neglect and or abuse.
- To raise awareness of child protection issues and equip children with the skills they need to keep themselves safe.

Staff training (EYFS Statutory Framework– 3.30-3.33)

Child protection training will be a mandatory part of the induction process. The Safeguarding and Child Protection designated person will ensure that the staff's knowledge, understanding and practice of Safeguarding and Child Protection are current and up-to-date. Where gaps are identified support and training will be mandatory.

Safer recruitment (EYFS Statutory Framework– 3.13- 3.26)

We practice robust safer recruitment procedures in checking the suitability of all who work or come into contact with children in the setting. This includes enhanced CRB checks, health checks, references and following the guidance from the Independent Safeguarding Authority (ISA).

- Safer recruitment means that the setting will:
- Have an up-to-date recruitment and selection policy.
- Have an appropriate job description and person specification for the role that is up-to-date.
- Create a suitable candidate information pack including the settings commitment to safeguarding.
- Obtain a completed application form and scrutinise and address any gaps in employment.
- Ensure the candidate provides two referees; at least one must refer to the applicant's suitability to work with children.
- Provide evidence of identity and qualifications.
- Ensure the candidate has an Enhanced Criminal Records Bureau (CRB) check.
- Be registered with the Disclosure and Barring Service (DBS). Information is available here: <http://www.homeoffice.gov.uk/crime/vetting-barring-scheme/>
- Interview to check the candidate's knowledge and experience against the job description and person specification, which might include a practical activity working with the children.
- Have a probationary period with regular reviews and line management.
- Ensure new members of staff undergo an induction that includes familiarisation with the setting's Safeguarding and Child Protection policy and identification of their own Safeguarding and Child Protection training needs.

Parental partnership

Where possible, concerns will be discussed with the parent and/or carer for an explanation, providing it does not put the child at immediate risk. Parental agreement will be sought for a referral to the Single Point of Access (SPA) unless seeking agreement is likely to place the child at risk of significant harm through delay or the parent's actions or reactions.

Where we decide not to seek parental permission before making a referral to the SPA team, the decision will be recorded in the child's confidential file with reasons, dated and signed.

Where the parent refuses to give permission for the referral, unless it would cause undue delay, further advice should be sought by the Safeguarding and Child Protection designated person from the SPA team, Early Years Consultant (EYC), and the outcome fully recorded.

Parents must notify the setting regarding any concerns they may have about their child and any accidents, incidents or injuries affecting the child, which will be recorded. We will involve parents and carers wherever possible and ensure they have an understanding of the responsibilities for safeguarding children by making clear our statutory duties to safeguard children.

Use of mobile phones

Mobile phones have a place in settings, especially those without a landline, and on outings. They are often the only means of contact available in settings and can be helpful in ensuring children are kept safe. To protect children we will:

- Only use mobile phones appropriately, and ensure staff have a clear understanding of what constitutes misuse and know how to minimise the risk.
- Ensure the use of a mobile phone does not detract from the quality of supervision and care of children.
- Ensure all mobile phone use is open to scrutiny.
- Ensure staff are vigilant and alert to any potential warning signs of the misuse of mobile phones.
- Ensure staff are responsible for their own behaviour regarding the use of mobile phones and should avoid putting themselves into compromising situations, which could be misinterpreted and lead to potential allegations.
- Ensure the use of mobile phones on outings is included as part of the risk assessment, for example, how to keep personal numbers that may be stored on the phone safe and confidential.

Work mobiles

To protect children we will ensure that the work mobile:

- Is only used by allocated people.
- Is protected with a password
- Is clearly labelled.
- Is stored securely when not in use.
- Is not used in areas such as toilets, changing rooms, nappy changing areas and sleep areas.
- If used for taking photographs, images are deleted regularly and permission is given by parents and carers is recorded.

Personal mobiles

To protect children we will ensure that personal mobiles:

- Are stored securely in the kitchen and will be switched off or on silent whilst staff are on duty.
- Are not used to take pictures of the children attending the setting.
- Are staff's responsibility and no liability for loss or damage will be accepted by the setting.
- Belonging to visitors either turned off or stored securely [say where] on entering the setting.

- Will not be used to take photographs, video or audio recordings in our setting without prior explicit written consent from the setting.
- Are not used to contact parents or children except in the event of an emergency.
- Belonging to older children have signed consent from their parents giving permission for the child to have a mobile and agreeing that they will stored securely and be switched off or on silent whilst in the setting.

Cameras: photography and images

The vast majority of people who take or view photographs or videos of children do so for entirely innocent, understandable and acceptable reasons. However, due to cases of abuse to children through taking or using images, we must ensure that we have safeguards in place. To protect children we will:

- Obtain parents' and carers' consent for photographs to be taken or published (for example, on our website or in newspapers or publications).
- Use only the child's first name with an image.
- Ensure that children are appropriately dressed.
- Ensure the setting's designated camera is only used in the setting.
- Ensure that images taken on the setting's camera will not be emailed as it may not be secure. (In some instances, it may be required to seek parental permission to email images, but the potential risks must be made clear to parents).
- Ensure that personal cameras are not used to take photographs, video or audio recordings in our setting without prior explicit written consent from the setting, for example, for a special event, such as a Christmas play.
- Ensure that all images are stored securely and password protected. Where images are stored the setting will register with the Information Commissioners Office (ICO), in accordance with data protection laws.
- That where professional photographers are used CRBs, references and parental consent will be obtained prior to photographs being taken.
- Ensure 'acceptable use' rules regarding the use of cameras by children are embedded in practice.
- Ensure the use of cameras, webcams and CCTV is closely monitored and open to scrutiny.

Confidentiality and sharing information

The setting will ensure all staff understand that child protection issues warrant a high level of confidentiality. This is not only out of respect for the child and staff involved but also to ensure that information being released into the public domain does not compromise evidence. Staff will only discuss concerns with the designated person or manager. That person will then decide who else needs to have the information and they will disseminate it on a 'need-to-know' basis. Child protection information will be stored and handled in line with Data Protection Act 1998 principles. Information is:

- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate
- Kept no longer than necessary
- Processed in accordance with the data subject's rights
- Secure

Record of concern forms and other written information will be stored in a locked facility and any electronic information will be password protected and only made available to relevant individuals. If a database is used to record sensitive information it will be stored on an encrypted memory stick (not the hard drive of a computer) and kept off premises or locked in a robust safe in accordance with the Data Protection Act. Sensitive or personally identifiable information will not be sent via standard email. A secure service (such as USO-FX) must be used. We will register with the Information Commissioners Office (ICO) and follow the guidelines required. We will develop effective links with relevant agencies and cooperate as required with any enquires regarding child protection matters, including attendance at case conferences.

Recognising inappropriate behaviour displayed by members of staff or any other person working with children

Whilst caring for other people's children, we are in a position of trust and our responsibilities to them must be a priority at all times. The revised EYFS Safeguarding and Welfare Requirements (2012) now require every setting to ensure that staff can recognise and respond in a timely and appropriate way to inappropriate behaviour displayed by other members of staff, or any other person working with children e.g. inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images.

Intimate and Personal Care

Children's dignity will be preserved and a level of privacy ensured. The normal process of nappy changing should not raise child protection concerns. There are no regulations that indicate that a second member of staff must be available to supervise the nappy changing process to ensure that abuse does not occur, but we ensure that staff do not leave themselves vulnerable and will always work in an open environment by avoiding private or unobserved situations or closing doors to toilet areas.

Establishing a professional code of practice

All staff will sign and adhere to the setting's code of conduct which outlines the expectations for all staff with regard to children, parents and carers and interactions within the team including:

- Establishing and maintaining relationships with children and their parents and carers
- Team working
- Personal presentation, attitudes and behaviour

In our setting we adhere to the following code of conduct rules:

We do

- Treat everyone with respect
- Provide a positive example for others to follow
- Respect a child's right to personal privacy
- Create a comfortable environment in which children and adults feel they can highlight attitudes and behaviours they don't like
- Ensure that the early years setting has a 'Whistle blowing Policy' that practitioners are knowledgeable about.
- Remember that your actions may be misinterpreted, no matter how well-intentioned
- Report and challenge abusive adult activities, such as ridicule or bullying
- Share concerns about inappropriate adult behaviour with the designated person

We do not

- Play inappropriate physical contact games with children
- Engage in inappropriate verbal banter
- Make suggestive remarks or gestures or tell jokes of a sexual nature
- Rely on your good name to protect you – it may not be enough
- Believe that an allegation could not be made against you – it could
- Give your personal contact details – such as home or mobile phone number, email or home address – to any child, parent or carer that you work with
- Make contact with, or allow contact from children, parents or carers, within social networking sites
- Any staff known to be breaking these conditions will be given a formal warning and disciplinary action will follow.

Whistleblowing (EYFS Statutory Framework– 3.7 – 3.8)

Any individual who has reasonable suspicion of malpractice or concerns about a child's welfare should inform the Safeguarding and Child Protection designated person immediately. If they do not feel this is the appropriate person they should approach the manager, Ofsted, SPA or the local authority's Early Years Consultant. It is recognised that for some people this can be a daunting and difficult experience. All reports will be investigated and dealt with in confidence, including only those staff on a 'need to know' basis. Complaints about the Safeguarding and Child Protection designated person/manager should be reported to Single Point of Access (SPA) by telephone on 020 8891 7969.

Whistle blowing at Ofsted Hotline: To contact the hotline call 0300 123 3155 (Monday to Friday from 08.00 to 18.00), email whistleblowing@ofsted.gov.uk or write to WBHL, Ofsted, Royal Exchange Buildings, Piccadilly Gate, Manchester M1 2WD.

A charity called 'Public Concern at Work' give free and confidential advice and can help you to decide whether and/or how to raise your concerns at work. You can call Public Concern at Work on 020 7404 6609, email helpline@pcaw.co.uk or visit www.pcaw.co.uk/law/uklegislation.htm for useful information about whistle blowing legislation.

Children who may be particularly vulnerable (EYFS Statutory Framework– 3.9 -3.10)

To ensure that all of children receive equal protection, we will give special consideration and attention to children who are:

- A looked after child
- Disabled or have special educational needs
- Living in a known domestic abuse situation
- Affected by known parental substance misuse
- Asylum seekers
- Living in temporary accommodation
- Living transient lifestyles
- Living in chaotic, neglectful and unsupportive home situations
- Vulnerable to discrimination, radicalisation and maltreatment on the grounds of race, ethnicity, religion or sexuality
- Do not have English as a first language
- Have a parent with enduring or untreated mental health problems

Recognising abuse

To ensure that our children are protected from harm, we need to understand what types of behaviour constitute abuse and neglect. We will ensure all staff understands their responsibilities in being alert to indicators of abuse and their responsibility for referring any concerns to the designated person responsible for child protection. There are four categories of abuse: physical abuse, emotional abuse, sexual abuse and neglect.

Physical abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child (this used to be called Munchausen's Syndrome by Proxy, but is now more usually referred to as fabricated or induced illness).

Emotional abuse

Emotional abuse is the persistent emotional maltreatment of a child, such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless or unloved, inadequate or valued only for meeting the needs of another person. It may feature age – or developmentally-inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone.

Sexual abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative and non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance misuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing or shelter, including exclusion from home or abandonment; failing to protect a child from physical and emotional harm or danger; failure to ensure adequate supervision, including the use of inadequate care-takers; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Definitions taken from Working Together to Safeguard Children

Indicators of abuse and what you might see

It is vital that staff are aware of the range of behavioural indicators of abuse and report any concerns to the Safeguarding and Child Protection designated person. We are aware that it is our responsibility to report concerns, but that it is not our responsibility to investigate or decide whether a child has been abused. We are aware that this could take a number of forms, for instance:

- A child has an unexplained injury, bruise or mark.
- A child has an injury, bruise or mark and the explanation given for how it was caused is not consistent with the injury.
- There are significant changes in a child's behaviour.
- The child shows signs of significant neglect, including untreated medical conditions.
- The child makes comments that give you cause for concern.

Individual indicators will rarely, in isolation, provide conclusive evidence of abuse. They will be viewed as part of a jigsaw, and each small piece of information will help the Safeguarding and Child Protection designated person to decide how to proceed. The setting does not need 'absolute proof' that the child is at risk to make a referral.

Taking action

We will remember the key points for taking action are:

- In an emergency to take the action necessary to help the child, for example, call 999.
- To stop other activity and focus on what we have seen or are being told.
- To understand that responding to suspicion of abuse takes immediate priority.
- Report any concerns we have to the Safeguarding and Child Protection designated person or deputy immediately.
- If the Safeguarding and Child Protection designated person or deputy is not available, ensure the information is shared with the most senior person in the setting that day and ensure action is taken to report the concern to children's social care.
- To ask the parent/carer about what has been observed, so long as it does not put the child at increased risk. We will also ask the child if he/she is old enough, and note what they tell us and how they behave.
- If we decide not to discuss our concerns with the child's parents we will record this and the reason why we made that judgement.

- To take action to obtain urgent medical attention for the child, if required.
- To record what we have heard or seen, what has been said, and what we did. We will use a body map, but will not take photographs.
- To keep the notes taken at the time, without amendments, omissions or addition, whatever subsequent reports may be written (dated and signed on each page).
- To talk to the Single Point of Access team (SPA) on 020 8891 7969 or out of hours the Emergency Duty team on 020 8744 2442 without delay.
- To operate on a need-to-know basis only – do not discuss the issue with colleagues, friends or family.
- To seek support for staff if they are distressed.

Referral to children's social care

The Safeguarding and Child Protection designated person will follow the procedures set out by the Local Safeguarding Children Board and the London Child Protection Procedures http://www.richmond.gov.uk/home/council_government_and_democracy/council/partnerships/local_safeguarding_children_board/lscb_-_information_for_practitioners.htm if it is believed that a child is suffering or is at risk of suffering significant harm. The child (subject to their age and understanding) and the parents will be told that a referral is being made, unless to do so would increase the risk to the child.

If the Safeguarding and Child Protection designated person has any reason to believe that a child is subject to either physical, emotional, sexual abuse or neglect, he/she will immediately report these concerns to the SPA team on 020 8891 7969 or out of hours the Emergency Duty team on 020 8744 2442 who will refer me to a duty social worker. However, if we are seriously concerned about a child's immediate safety, we will dial 999. The setting will keep records of all decisions or actions agreed in discussion with SPA. Out of borough social care contacts details can be found here:

http://www.londonscb.gov.uk/contacts/london_local_safeguarding_children_boards.htm

Recognising and responding to an allegation concerning a member of staff, volunteer, student or other adults in contact with children in the setting

All staff have a duty to disclose any concerns they have about the conduct of other staff or adults in contact with children. An allegation of child abuse made against a member of staff or other adult in contact with children in the setting may come from a parent, another member of staff or from a child's disclosure. The setting will:

- Treat the matter seriously.
- Avoid asking leading questions.
- Keep an open mind.
- Make a written record of the information that includes: when the alleged incident took place (time and date), who was present, and what was said to have happened.
- Sign and date the written record.
- Report the matter immediately to the Safeguarding and Child Protection designated person, or named deputy, where the designated person is the subject of an allegation.
- Contact Single Point of Access (SPA) for advice and further guidance, who will contact The Local Authority Designated Officer (LADO), and cooperate fully with the process of the SPA team and with any Police investigations (The LADO will offer advice and guidance in relation to members of staff working in Richmond upon Thames regardless where the child lives).
- Follow their disciplinary procedure. Due to the serious nature of the concerns, staff may be suspended until a full investigation has taken place. The setting will support and treat with respect the member of staff whilst suspended.
- Await the outcome of the investigation before taking further disciplinary action.
- Ensure, if it appears from the results of the investigation that the allegations are justified, that disciplinary action will follow, taking legal advice where necessary.

- Where it seems likely that ‘on balance of probabilities’ abuse may have taken place, be able in law to dismiss the individual and refer them to the Independent Safeguarding Authority (ISA).
- If the result of the investigation is that it was a false allegation, give the individual appropriate support.
- Inform Ofsted throughout the investigation as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made.

Support for those involved in a child protection issue

Child neglect and abuse is devastating for the child and can also result in distress and anxiety for staff who become involved. We will support the children, their families and staff by:

- Taking all suspicions and disclosures seriously.
- Responding sympathetically to any request from a member of staff for time out to deal with distress or anxiety.
- Maintaining confidentiality and sharing information on a need-to-know basis only with relevant individuals and agencies.
- Storing records securely.
- Offering details of help lines, counselling or other avenues of external support.
- Following the procedures laid down in our whistle blowing, complaints and disciplinary procedures.
- Cooperating fully with relevant statutory agencies.

Links to legislation

- Children Act 1989, 2004 and 2006
- Convention on the Rights of the Child, UNICEF 1989
- Data Protection Act 1998
- Freedom of Information Act 2000
- The Human Rights Act 2000
- Equality Act 2010
- Safeguarding and Vulnerable Groups Act 2006
- Counter-Terrorism and Security Act 2015

Complaints Procedure

(Statutory Framework for the EYFS – 3.98)

It is of paramount importance that the Setting should run smoothly and that both parents and staff work together in a spirit of co-operation in the children's best interest. We will therefore provide parents with a welcome pack that contains the policies, procedures and information regarding our service. The parent's notice board can be found at the front of the Nursery building and will display regulatory notices. We welcome suggestions and feedback from parents to improve our setting and take these very seriously.

Through our partnership with parents' policy we work closely with all parents in meeting each family's needs and wishes where possible. All staff will behave in a polite, courteous and professional manner at all times.

At times you may have concerns about the service we provide in our setting. Most of these concerns hopefully can be resolved by talking with your child's keyperson, deputy manager or the lead practitioner manager. In the event of a concern or complaint by a parent, member of staff, visitor or any other person, the following procedure will be followed and a complaints record filled in and signed by the appropriate person(s). A copy must be given to the complainant, and one kept of file.

- Should the complaint be one of child abuse in any form, concerns must be reported immediately to the Single Point of Access (SPA) Team on 020 8891 7969 or out of hours 020 8744 2442 if the child is resident in the LBRuT or relevant local authority. (*See Child Protection Policy*)
- All other complaints should be referred in the first instance to the Setting Manager. Where a complaint is made via a staff member or Deputy Manager the Setting Manager should be informed immediately.
- The Setting Manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- If the complaint is unresolved through discussion a formal complaint to the Setting Manager should be put in writing or by email and will be fully investigated.
- The Setting Manager will provide the complainant with an account of the findings of the investigation within 28 days of receiving the written complaint. An account of findings will be given to the complainant along with any actions that have been taken or intend to be taken as a result of the findings.
- After a complaint has been resolved the final outcome will be written on the complaints record sheet. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- Unresolved complaints/concerns can be addressed to:

**OFSTED, via the local Early Years Complaints and Enforcement
National Business Unit
Piccadilly Gate
Store Street, Manchester M1 2WD
Helpline telephone: 03001231231.**

Policy on Outings

(EYFS Statutory Framework– 3.89-3.90)

For all outings the following procedures must be followed:

- Written permission must be obtained from all parents prior to the outing.
- A written risk assessment of the outing must be undertaken.
- Staffing ratios must be maintained, additionally, where possible parents should be encouraged to join in as they can be responsible for their own children and allow staff to concentrate on other children.
- A first aider must be present and a suitable first aid box must be taken. Copies of registration sheets containing contact numbers, allergies etc. must also be taken.
- The children must be counted before setting off (on the coach if used) and counting must be ongoing at regular intervals throughout the outing. If the group is broken up into sub-groups a designated person in charge must be assigned and that person is responsible for counting the children at regular intervals.
- A label must be attached to all children showing the name of the the Setting and telephone number. Additionally, it should also show the mobile telephone number of one of the staff members on the outing. This label must be displayed on the child in a manner which is visible and is not easily removed by the child.
- Toilet facilities must be provided for the children at regular intervals.
- Meeting points must be pre-designated, and times arranged when all the party should assemble. These must be strictly adhered to.
- Transport must be fully insured, driver's details satisfactory and all seats must have safety harnesses or equivalent. The maximum seat capacity of the vehicle must not be exceeded.
- All children should have spare clothing.

At the conclusion of each outing a complete review of the outing should be undertaken, noting the following:

- Any particular problems with transport (e.g., coach arriving late, no seatbelts etc.)
- Any particular problems with the venue (e.g., nowhere to shelter during rain)
- Any particular problems with specific children (e.g., illness distress etc)
- Educational benefits of the visit.
- Comments from parents.
- Recommendations for future visits.

Prior to each outing the member of staff in charge of the outing will refer back to the reviews and take accounts of comments when preparing for the next outing.

Policy on Lost/Missing Children

There are a limited number of situations where a child could be lost, and these are:

- Where a child wanders off on a nursery outing (see above **Policy on Outings**)
- Where a child escapes the garden
- Where a child is taken from the setting by an unapproved adult (see **Procedures for Answering the Door and for the Collection of Children**)

Should a child become lost the following action should be taken:

- Alert the member of staff in charge who will make enquiries of relevant members of staff as to when the child was last seen and where.
- Remember the safety of the other children, with regard to supervision and security. Ensuring that the remaining children are sufficiently supervised and secure.
- If the child cannot be found on initial searches, then the Police and parents must be informed.
- Continue to search, opening up the area, and keeping in touch with a mobile phone if available.

When the situation has been resolved members of staff should complete an incident report record which will review the reasons for it happening and ensure measures are taken to ensure that it does not happen again.

Procedures for Dropping and the Collection of Children, Answering the Door and On-site Parking

To ensure the safety of all children and staff the following procedures must be adhered to:

Dropping of Children to Breakfast Club Session

All children must be dropped at the main entrance to Kerswell Hall there is a doorbell to alert a member of staff that you have come to drop off a child, you must sign your child in with the time of drop off .

Dropping Children to Nursery

We use two different drop off points, our younger children, the caterpillars and ladybirds must be dropped at the nursery building entrance. The Butterflies (children in their preschool year) must be dropped off at the entrance to Kerswell Hall; a member of the nursery staff will register your child's arrival.

Passwords

We request that all parents give the Setting a security password that can be used by collectors or in cases of emergency pick up.

Authorised Collectors

Each child must have at least two authorised collectors. Parents are required to give details of each authorised collector together with work, home and mobile numbers. Collectors should be aware of security passwords.

Persons prohibited from collecting children

If a different person calls to collect a child, and the parents have not informed the Setting of this, then the parent's permission must be obtained before handing over the child.

All staff are aware that some children are not allowed to come into contact with members of their own family. In such circumstances a register is kept of each child and those family members with whom the child is forbidden contact. If one of these family members should call at the setting, they will not be granted access and an authorised person must deal with the situation and ensure that no contact is permitted. The child's primary carer will be informed of the incident immediately thereafter.

Parents will be regularly reminded:

That no one except permitted collectors will be allowed to collect their child, unless in an absolute emergency.

Ask to confirm that the authorised collectors remain unchanged from the previous term.

Request all parents provide the names and phone numbers of their child's authorised collectors.

Visitors

All visitors must access the setting during our working periods via the main entrance to Kerswell Hall. All visitors, such as salespeople, college assessors, gardener, handyman etc, must fill in the visitor's book on arrival with the time of arrival and again for departure. Personal belongings must be kept on the visitor or can be stored in the kitchen.

Answering the Door

The person who answers the door must be a member of Kerswell staff. Parents, carers or visitors to the setting should be allowed to answer the door. The member of staff must always look through the glass to identify the caller. If the caller is not known identification must be sought, i.e., name, reason for call, name of the person the caller is here to see, employment card. We will never grant access to anyone who is not known.

Onsite Parking

Due to the limited space and narrow entrance, we request that parents do not drive up the driveway or park outside the building during the hours at 9.00am, 12:00pm and 3.00pm. Use of the driveway can be very dangerous when parents and children are walking up the driveway. If parents are driving to the setting there is ample street parking on Wills Crescent, we ask that parents respect our neighbours and park courteously.

Uncollected Child Policy

At the Setting we expect children to be picked up at the agreed/usual time. If this should not occur, we will assume an emergency has caused the delay and will instigate our uncollected child procedures, unless parents let us know they are delayed.

On occasions if parents are aware, they are going to be late they must seek agreement from the Manager on duty before it occurs. The information will be recorded in our daily diary and all staff will be informed.

Parents of children collected up to 15 minutes later than expected will be reminded of the correct time and asked if there is a genuine reason for late collection. Parents will be reminded that they should telephone the setting before the collection time to tell them if they have been delayed.

Children collected between 15-30 minutes later than expected will be deemed to be present for an additional hour and parents will be charged £6.00.

Children who are not collected within 1 hour of the expected time and where no communication is received, will become the responsibility of Social Services. The Setting will:

- Call the parents on the given contact number, if no one is available we will,
- Call the additional emergency contact numbers, if no one is available we will,
- Call Single Point of Access (SPA) Team at Social Services on 020 85475008 or out of hours 020 8770 50000.

Before children start at the setting and in order to instigate the above procedure, we ensure that the following information is held on file:

- Home address and home telephone number and mobile phone number of parents and of authorised adults who will collect children from setting (grandparents, neighbour etc).
- Who has parental responsibility for the child.
- Information about who has legal access to the child.

Policy on Accidents/Illness & Existing Injuries

(EYFS Statutory Framework– 3.77-3.78)

It is our responsibility to keep children safe whilst in our care. We will review and practice safety and routine regularly. The setting (Kerswell Nursery & Forest School) believes health and safety of all children is paramount. We have public liability insurance; the certificate is displayed on the Safeguarding Notice Board. We follow the guidelines of the Reporting Injuries, Diseases and Dangerous Occurrences for Reporting (RIDDOR) accidents and incidents.

As a registered provider we are required to have designated staff members who have completed their first aid training. We can administer basic first aid treatment and our first aid box is clearly labelled and easily accessible.

We hold prior written permission from parents to obtain emergency medical advice or treatment for their child if it is needed (see registration form).

- We expect our employees to take responsible care of their own health and safety at all times. They will do everything possible to make sure injuries do not occur to themselves or to others.
- It is our intention to make sure at all times that there is a qualified first aider on the premises or during outings.
- A first aid box is always available which is stocked according to the Ofsted requirements. There are first aid boxes in the kitchen and in the entrance to the play unit. The Health and Safety co-ordinator, Jane Moxon, is responsible for restocking the first aid boxes.
- If a child becomes ill we will take every step possible to contact parents, but if this is not possible, we will take responsible measures to care for the child. We will expect parents to co-operate with us by not bringing the children to nursery if they have any infectious or contagious illness. Staff will also be asked not to attend work under the same circumstances.
- Ofsted will be notified of any food poisoning affecting two or more children looked after on the premises, any child having meningitis or the outbreak on the premises of any notifiable disease identified in the Public Health (Control of Disease Act 1984) (*see notifiable diseases policy*).
- An accident book is available which must be filled in if any child or member of staff sustains an injury whilst on the premises. Details of how, where, when and to whom the accident happened must be recorded by the member of staff who saw and dealt with the injury. The treatment given must also be recorded.
- Parents of children arriving at the setting with pre-existing injuries will have the injury recorded on an existing injury form this must be signed by parents.

Procedure to be followed in the event of an accident

- In the event of a serious accident or death of a child on the premises we will ring 999 for an ambulance.
 - If hospital attention is needed, then the member of staff in charge will make that decision and will take the necessary action to get that person to hospital. We will ensure that our emergency backup cover is implemented and ratios are not comprised.
 - In the event of a minor accident which we are able to deal with ourselves we will inform the parents immediately and take/or accompany the child to hospital. The lead practitioner will ask the parent/s to meet the member of staff at the hospital.
 - Disposable gloves and apron will be worn when dealing with blood or any other bodily fluids.

- All waste products will be double bag wrapped and disposed of in the allocated bin.
- The wounds will be cleaned with sterile cloths or a cold compress applied. No ointments can be used.
- The accident will be recorded in the accident book. It will state the time it happened, the date, how it happened, first aid given and will be signed by the member of staff, parent/carer and any witnesses.
- The health and safety officer will review the accident in line with the settings risk assessment procedures and any conclusions or changes will be fed back to the parents.

In the event of a serious accident the health and safety officer will report the accident to environmental health department and follow the RIDDOR guidelines on 0845 300 9923, www.riddor.gov.uk and carry out a full risk assessment and implement any recommendations and actions found.

Policy on Sick & Infectious Children

It is the Setting's policy that parents are required to keep children at home if their children have infectious disease, vomiting or diarrhoea, as advised by the South West London Health Protection Unit. Children should remain at home during their illness in order to protect the health and well being of the other children and members of staff.

Parents will be kept informed of any infectious disease or any childhood illnesses that may affect other children or parents. We will report any communicable diseases to the infectious control nurse on 020 88127850.

Children on antibiotics will be allowed to return to nursery on the 3rd day of their course (*see policy on administering medicine*).

Parents will be informed that the Setting has an infectious disease/skin infection via the parent's notice board.

Notifiable Diseases Policy

If the Setting has reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health (Infectious Diseases) Regulations 1988, they should inform Ofsted. The Setting will act on any advice given by the Health Protection Agency and inform Ofsted of any action taken.

List of notifiable diseases

- | | | |
|------------------------------|--------------------------------|--------------------------------------|
| • Acute encephalitis | • Meningococcal | • Tetanus |
| • Acute poliomyelitis | • Mumps | • Tuberculosis |
| • Anthrax | • Ophthalmia neonatorum | • Typhoid fever |
| • Cholera | • Paratyphoid fever | • Typhus fever |
| • Diphtheria | • Plague | • Viral haemorrhagic fever |
| • Dysentery | • Rabies | • Viral hepatitis (all types) |
| • Food Poisoning | • Relapsing fever | • Whooping cough |
| • Leptospirosis | • Rubella | • Yellow fever |
| • Malaria | • Scarlet fever | |
| • Measles | • Smallpox | |
| • Meningitis | | |

Administering Medication Policy and Procedures

(EYFS Statutory Framework– 3.58-3.60)

Parent Responsibilities

“Parents have the prime responsibility for their child’s health and should provide schools and settings with information about their child’s medical condition” (Managing Medicines in Schools and Early Years Settings, DfES 2005)

The setting (Kerswell Nursery & Forest School) relies on parents to keep us informed about any medical condition or treatment that their child receives. Any treatment needing to be undertaken, during a session (whether regularly or in the event of an emergency) should be discussed with the Playgroup leader and the child’s key-worker. A health care plan should be completed and if medication needs to be administered a parental consent form signed.

Administration of Medication

Medication will only be administered if it essential (i.e. *‘that it would be detrimental to the child’s health if the medicine were not administered during the setting day’* (Managing Medicines in Schools and Early Years Settings, DfES2005). Wherever possible, dosages of medicine should be worked out so that they can be taken outside of the pre-school sessions.

The setting will only administer medicine that has been prescribed for a named child (OR when necessary, non-prescription medicines where prior permission for administration has been gained from the child’s parents).

All medicines should be:

- In its original container as dispensed by a pharmacist and include the prescriber’s instruction for administration.
- Brought to the setting by parents daily (collecting the medicine at the end of the day) specifically for use at pre-school.
- Provided in small quantities and be in date.

Medicine not in its original packaging cannot be administered.

No medicines can be administered without prior written consent from the child’s parents.

Before administering medicine to a child the member of staff will check:

- The child’s name.
- Prescribed dose.
- Expiry date.
- Written instructions provided by the prescriber on the label or container.

Records

Will be kept of all the medication brought to the setting and when medication is administered this will also be recorded in the medicine file and signed by the parents.

Refusal

If a child refuses to take their medication, staff will not compel them to do so. They will record in the child’s record the refusal and any surrounding circumstances and will inform the parents as soon as possible and at the end of the session at the latest.

Medicine Storage

All medicines will be stored in locked storage or in the staff fridge in an airtight box, if they need refrigeration. Emergency medicine that needs to be on hand at all occasions (e.g. inhalers and epi-pens) will be placed in a box on top of the first aid box, out of reach of children but readily available.

Permission to Administer Medicine File – the medicine file will contain:

- A record of all medicines on site and their location.
- Copies of parent consent forms (Originals will be kept in the children's file).
- Records of administration of his medicines to individual children.
- Copies of the children's health care plans.

Emergency Procedures

Actions to be taken in an emergency and what constitutes an emergency for a particular child are contained in the child's health care plan. Two members of staff will be named in the plan to be responsible lead people in an emergency, but all staff where appropriate will have read and discussed the emergency procedures so that they are able to support the named members of staff. Copies of the emergency procedures will be laminated and stuck to the inside of the playgroup's top cupboard door in the kitchen, so they are readily available for consultation in the event of an emergency.