

## 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.

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 all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought
- 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.

Peter Pan's Day Nursery regards snack and mealtimes as an important part of our day. Mealtime represents a social time where children can learn about healthy eating.

The Nursery provides snacks and meals which are healthy and meet children's individual dietary needs.

We recognise that healthier children learn more effectively, and we strive to have an impact on health-related issues such as obesity and poor dental health which are significant factors not only nationally but particularly in Redbridge.

We understand that early food experiences have an important effect on adult eating patterns and may influence attitudes to eating, so Peter Pan's is committed to ensure that the provided food supports the development of healthy eating practices in future.

### **Aim of Policy**

This policy is in place to inform parents and team members about nutrition and mealtimes at Peter Pan's. It is in place to help identify and cater for individual food requirements and to promote healthy eating in a relaxed atmosphere.

### **Information about setting**

We provide carefully planned, cooked on site 4-weeks-menu of 3 meals and 2 snacks per day.

The Nursery menu is displayed outside the children's rooms, by the front and back entrances and individual copies can be provided for parents on request.

Under the Food Safety Act, 1990, persons preparing food are holding a food hygiene certificates or have been given training in the food hygiene procedures of the Nursery.

Each year since opening we have been awarded a 5 Star rating given by Food Standards Agency for very good standards in food hygiene. The rating is based on a review of systems and processes as well as the actual practice the inspector sees on the day of their 'no notice inspection'.

### **Development and implementation of the food policy**

The Managers, in conjunction with the nursery team, has discussed related issues and has worked together to review this policy. Staff continue to attend relevant training and the needs of children 0-5 years have been considered in the light of the training received.

Aspects of Healthy Eating are raised with parents in several ways, including written information, displays, surveys and conversations with key staff. We also hold parent workshops one of which is based on Oral health. Menus are planned, and parents and children are encouraged to contribute menu suggestions.

All food is prepared on site by our experienced cook. They hold a Food Hygiene level 2 certificate which they renew every 3 years.

As a source, we use Tesco and Iceland shops and do deliveries once a week to ensure fresh food and fruit/vegetables supply.

### **Information about eating environment.**

Meals are served for every group of children in their room. Older children's independence is encouraged by letting them take turns to hand out plates, cutlery etc, then scrape off their plates and place items in the correct bowl on the wash up trolley. All items are washed by the cook in the kitchen to maintain hygiene standards.

Children, if they are slow eaters, never rushed to finish their meal.

Practitioners initiate a lot of conversation, table manners, and use of words such as 'please' and 'thank you'.

The areas, where children eat, are clean and bright- all tables cleaned before every meal with disinfectant. From a young age the children are introduced to rules of setting table and polite table manners.

The Nursery uses meals and snack times to help children to develop independence through making choices, serving food where possible and feeding themselves. Staff encourages children to try a bit of everything but not make a fuss if they don't want to. If the child shows fussiness about the offered meal, staff prompts children to eat the 'healthy' components of their meal before any 'treats'. Children are praised when they try something new.

Water is available for children to help themselves to and additional water is provided (offered frequently) outside when the weather is hot.

**Information on meals, snacks and drinks provided.**

The Nursery Manager along with the cook has completed training on providing healthy and nutritious meals and snacks and used guidelines from this training to compile a four-week menu. Now the menu complies with the guidelines on providing a balance of starchy foods, protein, dairy and fruit and vegetables.

The Nursery organises meals and snack times so that they are social occasions in which children and staff participate.

The Nursery provides children with utensils that are appropriate for their ages and stages of development.

Nursery staff will provide feedback to parents regarding how their children have eaten via tapestry or verbal accounts at the end of child's day.

**Meals/snacks**

Nursery provides three meals and two snacks in between them.

Breakfast is served between 8:30 and 9:00, to ensure that everyone has had a breakfast.

Morning snack is at 10:00, lunch is served between 11:45-12:00, afternoon snack is between 14:30-14:45 and Tea at 16:30.

We offer fresh fruit and vegetables every day for a snack and all other meals enhanced with wide offer of fresh and cooked vegetables.

The Nursery menu includes a variety of foods from the four main food groups:

Meat, fish, and protein alternatives

Dairy foods

Grains, cereals, and starch vegetables

Fruit and vegetables

The Nursery takes care not to provide foods which contain nuts or nut products and is especially vigilant where we have a child or adult who has a known allergy to nuts.

We provide nutritious food at all snack and mealtimes, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives, and colourings- low salt and sugar varieties are purchased and tinned vegetables and fish are in spring water rather than oil or salted water.

At the table children are asked to take a small portion initially and then they can have more, if they wish.

Children are encouraged to eat all what they put into their plates by themselves.

Practitioners make notes how much every child ate- reports on Tapestry are sent to parents in the evening. If a child constantly eats little or disposes of large amounts of food, the practitioners are advised to express their concerns to the Management Team.

The Nursery includes foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.

The Nursery provides a meat/vegetarian/vegan option every day.

Individual dietary requirements required for medical or cultural reasons will be respected and, where possible, catered for.

Parents are encouraged to work with the Nursery Management Team creating the menu which is mostly suitable for all (and their child individually) children, that there may no need to provide the food for the child from home.

All eating problems (like fussy eating) will be discussed in a supportive and sensitive manner- offered strategies, courses in local Children centres, close monitoring and daily feedback for parents. All exemptions should be discussed and agreed prior to any further actions.

We will gather information from parents regarding their children's dietary needs, including any allergies, during initial conversation on accepting the child to the Nursery. Where appropriate we will work alongside parents to put into place an individual diet plan for their child in a way to define possible allergies, while at the same time encouraging parents to get the allergy source confirmed by the doctor.

**Drinks**

The Nursery provides cow's milk and oat drink for children with lactose intolerance.

All children in the Nursery are offered milk every day alongside one of their snacks.

Water is freely available to all children in every room. Children are encouraged often to have a drink, especially on hot days.

No other drinks are offered to children instead of milk or water during a normal nursery day.

## **Packed Lunches**

The nursery recognises that some children may require special diets that sometimes it is very hard for the Nursery to meet. If Nurseries meals don't suit the child- there can be an option to bring their own food to the Nursery, this can also be the case when a child is funded, and parents opt to provide food for their child. In this case parents are urged to be responsible in ensuring that packed lunches are as healthy as possible.

Children, eating packed lunches, sit alongside their peers at the table in their rooms and are encouraged, in the same way, to eat what has been provided for them and not waste food. They should not be throwing away uneaten items at Nursery, so that parents are aware of what their child has consumed at Nursery.

We aim to encourage children to bring healthy packed lunches with a variety of foods. Practitioners and other staff on duty in the rooms are encouraged to express any concerns they may have regarding any children that consistently bring unsuitable options in their packed lunches. Management will then follow up with parents and monitor situations, as necessary.

As fridge space is limited in the Nursery, parents are advised to bring packed lunches in insulated bags with freezer blocks, where possible, to stop the food spoiling.

There is several ways to keep packed lunches cold:

Commercial gel packs

Water frozen in a rigid, leak-proof plastic container.

Ice cubes in a leak-proof container

Guidance for what to include:

Every day:

At least one portion of fruit and one portion of vegetables

Meat, fish or other source of non-dairy protein (e.g. lentils, kidney beans, hummus, falafel)

A starchy food (e.g. bread, pasta, rice, couscous, noodles, potatoes or other types of cereals)

Dairy food (e.g. milk, yoghurt, cheese or custard)

It is recommended that an oily fish (e.g. salmon) should be included around once every three weeks.

Drinks: Only water (still), milk, yoghurt or milk drinks.

Guidance for what **not to** include:

Snacks, such as crisps. Instead, include savoury crackers or breadsticks.

Confectionery such as chocolate bars and especially sweets. Cakes and biscuits are allowed but encourage your child to eat these only as part of a balanced meal

Meat products such as sausage rolls, individual pies, corned meat and sausages/chipolatas should be included only occasionally.

Please be aware that we do have children and team members with severe allergies to nuts - thank you for not including them in your child's packed lunches.

The Nursery will check all packed lunches for allergens and to prevent cross-contamination. Foods will also be checked to ensure they are safe to give to the child e.g. grapes cut correctly.

## **Food Allergies and special dietary requirements**

The Nursery follows these procedures to promote healthy eating for children with special dietary requirements/allergies/intolerance. Also, we understand the importance to maintain high standards of safety ensuring that children with special requirements:

Before a child starts at the Nursery, parents provide details about their child's dietary needs and preferences, including any allergies.

Where appropriate we will work alongside parents to put into place an individual diet plan for their child in a way to define possible allergies, while at the same time encouraging parents to get the allergy source confirmed by the doctor.

Each child's dietary needs are recorded in the Children's Personal Details Record, where parents sign the form to confirm that dietary information is correct.

Parents are regularly consulted to ensure that the records of their children's dietary needs are up to date.

The Nursery displays current dietary information about individual children in rooms and in the kitchen, so that all staff fully informed of them.

The whole team of management, practitioners, assistants and cooks must stay vigilant and continue clearly communicate when taking food from the kitchen and delivering to children at the table.

Management must keep "allergies' folder", information in the kitchen and rooms up to date.

When delivered to the rooms, meals must be served with extra care and awareness for allergies and intolerances. Different coloured plates are used for various dietary requirements.

The Nursery implements systems to ensure that children only receive food and drink that is consistent with their dietary needs and preferences, as well as their parents' wishes.

The Nursery takes care not to provide foods which contain nuts or nut products and are especially vigilant where we have a child or adult who has a known allergy to nuts.

Nursery staff will show sensitivity in providing for children's diets and allergies. Staff does not use a child's diet or allergy as a label for the child, or make the child feel singled out because of his/her diet or allergy.

Nursery staff will provide feedback to parents regarding how their children have eaten through Tapestry app or verbally at the end of the day.

**In case of any incident in following dietary requirements, inform parents immediately and follow parents' advice provided on regularly updated Health Care Plan Forms. Information on form is checked regularly by a manager.**

### **Celebration of birthdays and special occasions**

Celebrations are ideal for encouraging children to look for and to talk about kindness to others, sharing and to celebrate their family events and achievements. This could be done, for example, at birthdays, Mothers', Fathers', Lunar New Year and also at circle times.

Parents are encouraged to bring in food for birthdays or special occasions, they are permitted to bring in fruit/ fresh vegetables and a cake that does not contain nuts. All food must be packaged, clearly stating the ingredients and any allergens. We do not allow any homemade food items to be consumed at nursery.

Some cultural celebrations and festivities we celebrate include:

Christmas

Eid, Diwali

Valentine's Day

Shrove Tuesday / Pancake Day

Mother's Day, Father's Day

Easter

Bonfire Night

Remembrance Day

Lunar New Year

Charity events: Red Nose Day, Christmas Jumper day and etc.

Leavers' celebration

### **Food preparation, storage and food safety**

Peter Pan's is committed to ensure that safe and healthy practices around the storage, preparation and service of food are maintained throughout the setting.

It is the responsibility of the Manager's to ensure that all members of staff, involved in food preparation, are fully trained in Food Hygiene and that all members of staff understand and implement the policy.

It is the responsibility of all members of staff to ensure that safe practices are maintained in the preparation and storage of food and that all food hygiene practices comply with relevant legislation, training and policy.

### **Personal Hygiene**

The setting has set high standards of personal hygiene for all members of staff involved in the handling and preparation of food.

Members of staff will be responsible for ensuring that any children involved with preparation of snack follow strict hygiene procedures (e.g. hand washing before handling food). In addition, any person showing signs of ill health will not be permitted to handle food.

### **Food deliveries**

Food for the Nursery is ordered and delivered once a week to ensure freshness of meats and vegetables/fruit. For main suppliers we have chosen Tesco and Iceland.

#### **Responsibilities:**

The nursery cook is responsible for planning food orders- this is done very thoroughly to prevent food waste.

The Nursery Manager does orders online.

The Nursery cook, together with the Managers, accept deliveries, check dates, quantities, and qualities of delivered goods.

#### **Temperature Control**

It is the policy to ensure that any and all foods are stored according to safe food handling practices and at the correct temperature in order to prevent the growth and multiplication of food poisoning organisms, to reduce the rate of food spoilage and to ensure that food quality is maintained.

It is the policy of Peter Pan's to check and record fridge temperatures on a daily basis to ensure that the correct temperature is maintained (reminder of correct temperatures is on the fridge door as a sticker) - this is done daily by cook.

#### **Food storage**

All food is stored in the kitchen and larder, no other facilities are used.

The kitchen is supplied with a fridge for fresh, freezer-for frozen foods. High shelves and cupboards- to keep dry foods.

The cook themselves are responsible for cleanliness of all storages- cleanliness must be maintained daily by cleaning any spills immediately. Once every few months the more thorough cleaning is advised.

#### **Food preparation areas**

All meals and snacks are prepared in the kitchen by qualified/trained members of staff.

All surfaces are cleaned before and after any food handling, colour coded chopping boards are used to avoid any food contamination.

If snack preparation is used as children's cooking activity- strict hygiene rules are followed in the rooms too (tables cleaned, aprons, gloves and cooks' hats are used).

#### **Staff qualifications**

Under the Food Safety Act, 1990, persons preparing food must hold Food Hygiene certificates or have been given initial training in the food hygiene procedures of the Nursery.

The Nursery was awarded a 5 Star rating given by Food Standards Agency for very good standards in food hygiene. The rating is based on a review of systems and processes as well as the actual practice the inspector sees on the day of their 'no notice inspection'.

#### **Infant Feeding Policy**

The purpose of this policy is to ensure that all staff at Peter Pan's understands their role and responsibilities in supporting expectant and new mothers and their partners to feed and care for their baby in ways which support optimum health and well-being.

Nursery believes that breastfeeding is the healthiest way for a woman to feed her baby and recognises the important health benefits known to exist for both, the mother, her child and society.

Nursery recognises the importance in helping parents develop close and loving relationships with their babies to optimise infant brain development.

All mothers have the right to receive clear and impartial information to enable them to make a fully informed choice as to how they feed and care for their babies.

Peter Pan's staff will not discriminate against any woman in her chosen method of infant feeding and will fully support her when she has made that choice.

This policy aims to ensure that the services and care provided improve outcomes for children and their families with a particular emphasis on delivering:

- increases in breastfeeding rates at 6-8 weeks

safe bottle feeding amongst parents who chose to formula feed, in line with nationally agreed guidance

- an increase in safe and responsive feeding in babies who are formula fed, in line with nationally agreed guidance (UNICEF 2015)

- increases in the proportion of parents who introduce solid food to their baby in line with nationally agreed guidance
- improvements in parents' experiences of care

The children's individual needs will be discussed with parents to ensure that they are met. Feeds will be prepared when they are required by the babies and not as part of the nursery routine.

### **Breast Milk Policy**

Peter Pan's participates in the active encouragement of mothers to breastfeed their babies. Therefore, the Nursery has put into place a Policy and associated Procedures to detail those arrangements necessary for the safe storage and use of breast milk.

#### **Containers**

Breast milk should be brought to the Nursery in a sterilized bottle or in a sterile breast milk bag, suitable for the purpose of refrigerated storage and clearly marked with the infant's full name.

Bottles will be returned to parents/carers at the end of each Nursery day, if requested. The containers will be washed but not sterilized.

Parents must ensure that the container is sterilized before reuse. Alternatively, if the parent is happy for the Nursery to do so, we can sterilize bottles correctly using the right equipment.

#### **Storage**

Breast milk should be provided on a daily basis; unused milk will be discarded at the end of each feed.

### **General Handling**

**Carers will ensure that the following Policy is strictly adhered to:**

Breast milk is to be kept sterile at all times

DO NOT leave breast milk at room temperature for more than 1 hour

DO NOT heat breast milk on the stove or in the microwave

### **Nursery Breast Milk Procedures**

The following procedures are to be used by all staff handling, storing or using breast milk to feed an infant:

#### **On Delivery:**

Ensure that the parent has provided the breast milk in an airtight bottle clearly marked with the child's name and dated.

Breast milk is to be placed at the back of the fridge where it is the coolest prior to feeding an infant with breast milk.

#### **Before feeding an infant with breast milk, ensure that:**

A positive identification of the child is made, the date is checked, and the correct breast milk is be fed to the correct child.

#### **Warming Breast Milk**

Breast milk is to be warmed to a suitable body temperature by placing it in a bottle warmer or bowl with hot water.

The milk is then to be checked for temperature to ensure that the milk is cool enough for the baby to drink, using a temperature probe (should be around 37°C).

DO NOT HEAT breast milk on the stove or in the microwave.

#### **Feeding an Infant with Breast Milk**

Feed the baby as normal using a suitable bottle and teat.

Ensure that the baby is 'winded' correctly.

#### **After feeding an infant with Breast Milk**

Unused breast milk (in that bottle) is to be discarded after 1 hour

Record feed time and amount taken by the infant

After final feed or at the end of the day discard all thawed and unused breast milk stored for that child

### **Formula Milk Policy**

#### **On Delivery:**

Provide either: a carton of ready to use formula milk, a sealed pre- prepared formula powder as originally purchased or prepared formula powder in a sealed airtight container (with suitable pre-measured compartments which is named) alongside a suitable named bottle

Provide suitable ready-made formula milk in cartons, which can be opened at Nursery then discarded at the end of the day. The Formula Milk carton is to be warmed as advised on the carton itself.

### **Formula Milk Procedures**

The following procedures are to be used by all staff, handling, storing or using formula milk to feed a baby:

**On Delivery:** Ensure that the parent has provided the powder in an airtight container /or a carton of formula milk and bottle/s clearly marked with the baby's name prior to feeding a baby with formula milk

**Before feeding a child with formula milk, ensure that:**

A positive identification of the baby is made, and the correct formula milk is fed to the correct baby

### **Preparing Formula Milk**

To prepare a babies formula milk staff must:

Read thoroughly the parents instructions to indicate the amount of water that is to be boiled.

Boil the kettle and leave to cool slightly.

Wash hands.

Measure the correct quantity of water into the bottle.

Allow the water to cool for at least 20 minutes so that it reaches a temperature of approximately 70°C degrees.

Mix into the water the correct measurement of formula powder from the pre-measured powder container.

Attach the sterilised teat and shake the bottle vigorously.

The milk is then to be tested using a temperature probe so that it is at body temperature (37°C).

If the milk is still too warm to feed the baby with, hold the bottle under cool running water until it cools.

### **Feeding a baby with Formula Milk**

Feed the baby as normal using their bottle and teat.

Ensure that the baby is 'winded' correctly.

### **After feeding a baby with Formula Milk**

Discard any milk that has not been used within 2 hours

Record feed time and amount taken by the baby

### **Sterilization of bottles teats:**

Wash the bottles and teats with warm soapy water and place in the sterilizer add the required amount of water and switch on.

The equipment is ready to use. No need to rinse.

### **Staff Responsibilities**

Staff will follow the correct procedures for handling either formula or breast milk and will adhere to both Food Hygiene standards and Health and Safety guidelines.

Staff will adhere to this policy and its procedures.

Staff should record the amount of formula or breast milk consumed by the baby in the Baby's Care Diary on Tapestry so that the parent can be informed of the child's intake for that day.

### **During a feed:**

Babies will never be left unsupervised. A member of staff should hold the baby and sit on the floor in the baby-room.

Staff are not required to wear gloves or aprons when feeding bottles to babies as it is important to make them feel comfortable and to feed them in a 'home like' environment.

### **Introducing solid food (Weaning)**

All mothers will be encouraged to breastfeed exclusively for the first 6 months and then as a complement to appropriate solid foods until 2 years or beyond, as mother and baby desire. They should be informed that solid foods are not recommended for babies under six months (UNICEF Baby Friendly Initiative 2008).

All information and resources about the introduction of solid foods should reflect the Department of Health recommendations.

### **Procedures:**

Babies are introduced to solid foods no earlier than 6 months.



When your child is ready to start weaning, the team will allow them to experiment with different flavours and textures, based on their nutritional needs.

Food for babies through the weaning stages will be provided. Child's key person will discuss with parents the individual needs for their child and a Nominated person for Healthy Eating will be sure that the child receives individualised meals.

The Nursery will prepare formula milk and endeavour to follow baby's home feeding routines. The Baby Room has a dedicated milk preparation area, and we can also store and prepare bottles of expressed milk if you're breastfeeding

Food for under 1's is freshly prepared on site, following National health guidelines. Salt and sugar are not put into dishes prepared for babies.

All staff introduced through the training about Nurseries intention to work towards The

Staff are encouraged to promote a welcoming social environment during the meals' time, be open to answer to parents' questions.

### **Cooking with children**

Cooking with children is an enjoyable activity and an effective way to encourage all children to try and eat a wide range of foods. Practitioners are encouraged to do cooking activities at regularly with the children.

Recipes are chosen to promote and encourage healthy diets and extend family experiences. All recipes involve mixing, combining and assembling activities such as dips, cupcakes and fruit salads.

Activities are well planned to be as safe as possible. Children may need help from their adult and the activity is carefully supervised by staff. In the event sweet foods such as cakes or biscuits are made these are eaten here as part of a meal, or taken home to do so, to best protect dental health.

### **Protecting children's health- being active**

The nursery takes seriously a responsibility to protect children's health, including helping children to maintain a healthy weight as they grow, and encouraging breastfeeding and good dental practices.

Nursery promotes health and development in relation to diet and being active in relation to maintaining a healthy weight. We signpost to health professionals if there is a known concern that children are gaining weight too rapidly or are growing too slowly, or if there are concerns about a child's eating behaviour for dietary advice.

Regular physical activity during the early years provides immediate and long-term benefits for physical and psychological well-being. We include physical activity in all sessions, e.g. walking, active play and games, and offer some purely physical activity sessions too. Children are more likely to maintain a healthy weight if they are physically active for at least 180 minutes (three hours) each day, as recommended for children aged under five years in the UK (Department of Health). The nursery encourages practitioners to use outdoors areas as much as weather permits for at least for 1 ½ hours per day, this may be less in colder seasons.

## Hygiene: Policy and Practice

Peter Pan's Day Nursery ensures high standards of hygiene, and the prevention of infection are essential to maintaining children's good health. To prevent the spread of infection, adults in the nursery shall ensure that the following good practices are followed at all times.

- The nursery shall be checked for cleanliness before the children arrive.
- A rota for the sterilization of toys, furnishings, dressing up clothes and equipment is in place.
- Any spills of blood, vomit or excrement is cleaned up immediately. Gloves are always worn when clearing up spills and bodily fluids. Floors and other affected areas are disinfected to the manufacture's instruction.
- All surfaces are cleaned daily with an appropriate cleaner.
- Both children's and adult's hands are washed after using the toilet and before and after each meal.
- Toothbrushes are not shared.
- Children are encouraged to blow and wipe their own noses where appropriate. Soiled tissues are disposed of hygienically.
- Children are encouraged to shield their mouth when coughing or sneezing.
- Hand dryers are provided for both adults and children to dry their hands.
- All staff are required to wear gloves when changing children.

The nursery will observe current legislation regarding food hygiene, registration and training.

## H.I.V. / A.I.D.S

A child who has H.I.V / A.I.D.S poses no threat to other people's health as long as high standards of hygiene are met at all times.

There is no chance of H.I.V / A.I.D.S spreading through normal social contact, i.e. kissing, shared cutlery, coughs, and sneezes. Playing with or hugging someone who is H.I.V / A.I.D.S positive is perfectly safe.

If a parent informs the nursery, this will be treated in the strictest confidence and will only be shared with others on a "need to know" basis.

Children who have been diagnosed with H.I.V. / A.I.D.S will not be discriminated against. All cases will be dealt with on an individual basis, and they will not be excluded from the nursery or any activity that it offers.

## Equal Opportunity Policy

Everybody at Peter Pan's Day Nursery has a real belief in the individual worth of each child and a determination to ensure that they have the opportunity to develop to their full potential, irrespective of their class, gender, ethnic origin, race, religion or disability.

We believe that every person is different but equal, and that everyone's unique talent should be recognised and encouraged.

We all need encouragement at some time in life, and we aim to create opportunities for children to make the most of their abilities.

It is the specific policy of Peter Pan's Day Nursery not to discriminate against any child because of their race, colour, sex, age, creed, national origin or ability.

We are aware of the various different family structures: i.e., one parent families, extended families, same gender families etc.

This includes the registration process, training, education and general development, daily nursery routine, discipline and we ensure the opportunity to participate in all of the nursery's activities.

Furthermore,

- We have multi-cultural books, dressing-up clothes, and toys, as well as projects on different religions and cultures.
- The individual needs of all children will be met through planning for your child following the EYFS.
- We encourage role play in different scenarios, i.e., the father staying at home doing the ironing, cooking, etc. This is to help the children recognise the importance of sharing the responsibilities at work, in the home and at play.
- We are committed to working alongside parents and carers and other outside agencies.
- We will make any reasonable adjustments to the nursery or its environment so that all children can be cared for to meet their specific needs.
- All equipment, dolls, dressing-up clothes, etc, are available to all children regardless of their sex.
- Staff are aware of our Equal Opportunity Policies and have relevant information upon employment to ensure that these policies are implemented on a day-to-day basis.
- We will challenge any discriminative remarks that may be made by either the children, staff, parents or other persons using the nursery.
- We will encourage the children to respect and value each other as well as their peers.
- We will adhere to the SEND (2001) and Equality Act (2010), with the SEND taking responsibility to ensure this is put into practice.

SEND CORDINATOR - Sue Ellis

(for more information regarding SEND please see our SEND policy).

## Partnership with Parents

Peter Pan's Day Nursery realises the importance of parental involvement in the overall care of children attending the nursery.

A policy of partnership between parents and day-care providers means enabling and encouraging parents to support and become involved in the operation and activities we provide.

When your child starts at the nursery you will be immediately included in the settling in process. You will be asked to make a commitment to the nursery, ensuring that you attend consultation appointments, and contribute to your child's learning journal on Tapestry and complete an "All about me" sheet.

All parents/guardians are welcome to attend any sessions their child may be attending. You may wish to be involved in a certain activity, i.e. cooking, story-time, etc, and this can be arranged by speaking to Lauren or Debbie. The nursery has various activities, which will be advertised within the entrance hall. We encourage parents/guardians to contribute towards these activities.

Parents/guardians will be informed about their child's daily progress, using Tapestry. This can also be through discussions with your child's keyperson, or the manager. Care diaries are completed for all under 3's daily. Parent/Practitioner consultation days are also held three times a year. Arrangements can be made to discuss your child's progress or welfare and plans for future activities in a lengthier discussion if you wish.

Parents are able to communicate with staff via memo's on Tapestry and are informed using this method when their child is moving rooms.

Parents/guardians are encouraged to express their views on management issues via feedback forms that are located at the bottom of stairs in the hallway and are fully consulted about any changes the nursery may make from time to time.

\*During a pandemic for the safety of the children and staff, we will maintain the partnership with parents remotely. Activities for parents within the building may be suspended.

## SEND Policy

The Special Educational Needs Code of Practice 0-25 (2015) states that "A child or young person has SEND if they have a learning difficulty or disability which calls for special educational provision to be made for him or her". Many children will have special needs of some kind at some time during their educational and it is our responsibility to provide support that is additional to or different from the provision usually in place.

### Principles and aims

At Peter Pan's Day Nursery each child is given the opportunity to achieve and to become a confident learner within our inclusive environment supported through our SEND Universal Offer. All children access a full range of activities through which they can develop and learn through play at their own pace. Support is given to children with special educational needs, so they have full access to the curriculum. They are included in all activities alongside their peers. The staff foster communication with parents and carers enabling them to play an active role in their child's education.

The setting's Local Offer is based on this policy.

### Legislation Framework

This policy refers to the following legislation:

- Children and Families Act (2014)
- SEND Code of Practice 0-25 years (2014) updated 2015
- Equality Act (2010)
- SENDA (2001)

### Roles and responsibilities

The setting's Managers Zoe Frost and Lauren Polston are overall 'responsible people' for SEND in the setting. They are responsible for ensuring that legislation is met. The Special Educational Needs and Disability Coordinator (SENDCO) has the responsibility for the day-to-day management of the SEND procedures. Her name is Sue Ellis she has undertaken the following relevant training:

- SEND Modular course

She will attend any additional appropriate courses and conferences as they arise.

The SENDCO has the responsibility to:

- Liaise with parents/carers
- Liaise with outside professionals in regard to children's individual needs
- Advise and support other practitioners in the setting
- Ensure that appropriate learning and Individual Outcome Plans (IOP) are in place
- Ensure that background information is collected, recorded and updated
- Take the lead in further assessment of a child's strengths and weaknesses to guide future planning to meet the child's needs
- Take the lead in monitoring and reviewing any action taken to support the child
- Ensure that appropriate records are kept for all children with SEND who require outside agencies support

### Admission

We admit all children, including those with special educational needs, from the age of 3 months.

When applying for a place, we advise that parents and carers of children with additional needs approach the setting's SENDCo for more information and to discuss how their child's needs can be met.

Reasonable adjustments are made to the learning environment to meet individual children's needs.

All children are assigned a key person. They will be responsible for liaising with the assigned children's parents and carers, observing, planning and assessing children's progress. When a child has additional needs, they will also be supported by the setting's SENDCo.

### Premises

The building is a two-story cottage. The Baby room and Little Toddler room are located on the ground floor. The building has a staircase which gives you access to the Big Toddler and Pre-School room which are situated on the first floor.

Arrangements of the environment include:

- Furniture is arranged to accommodate children with mobility difficulties. There is access to adjustable height furniture i.e. sand/water trays, or access is made possible by using floor level activities
- Passageways are kept clear at all times to follow health and safety regulations and facilitate children's mobility
- Play areas have carpets and blinds to reduce noise levels
- There is a separate nappy changing area

### Identification and assessment

We believe in early identification of difficulties and in appropriate intervention to support children's progress, learning and development.

All assessment is play based and follows the Early Years Foundation Stage (EYFS) Curriculum milestones. A link to the EYFS Curriculum, with details of its requirements, can be found at: [www.foundationyears.org.uk](http://www.foundationyears.org.uk)

A progression report is given to parents at the end of every term with details of the child's progression across the EYFS. An additional assessment, the Two-Year Progress Check, is also compiled when the child is between two and three years of age. This assessment covers the child's attainment and progress in the Prime Areas of the EYFS (e.g., Personal, Social and Emotional Development; Communication and Language; Physical Development).

Parents and carers are involved and kept informed at all times. Children who are experiencing difficulty with their learning are identified through discussion with parents and carers, observations, routine health screening and discussion with colleagues.

We are aware that a number of factors may impact on a child's progress and attainment, including having English as an Additional Language, attendance and punctuality, and family circumstances. Therefore, we do not immediately assume that a child has special educational needs, but support parents and carers to address any issues that may be affecting their child's development. A referral to the Local Children's Centre may be considered and a Common Assessment Framework (CAF) opened.

Should children not progress at the expected rate despite additional individual planning being provided to support the area of need, we will follow the Graduated Approach offering additional support through the Core, Targeted and Enhanced offers (see flow chart included) making reference to the Early Years Arrangements Documents and Banding Matrix. A range of Redbridge agencies may become involved with written consent from parents and carers. These may include the Local Authority Inclusion/SEND Advisory Teacher or SEND Coordinator; Special Needs and Disabilities Early Years Panel (SEYP) (additional information on the remit of the SEYP can be found on the FIND Redbridge website), Educational Psychologist; Speech and Language Therapist; Occupational Therapist; Physiotherapist, CAF Team and others.

These agencies can be contacted to provide additional suitable strategies to support children who may have additional needs in a particular area of development. They may also be involved in the child's transition to other settings and to school.

For a minority of children, additional funding may be requested from the SEYP and careful consideration is given as to how it will be used to support the child's specific needs. The funding is reviewed on a termly basis and may be withdrawn once the child reaches the expected level of development.

### Monitoring and reviewing

Monitoring of children's progress is ongoing and regular reviews are carried out at least termly with parents and carers and outside professionals when appropriate.

All activities are differentiated to meet children's needs and allow full access to the learning curriculum.

### Record keeping

When a child has a recognised condition or ongoing medical needs, relevant information is sought from parents and carers on admission and kept in the child's confidential folder. Confidential reports and records of progress and reviews are kept in a locked cupboard. The setting follows guidelines on data protection, preserves confidentiality and gives parent and carers access to records whenever needed. The setting keeps records of any additional provision made for individual children. The setting updates records regularly to which parent and carers are asked to contribute. Records are passed on to the next setting/school with parents and carers' permission.

### Resources

We have a wide range of toys and resources in the setting to meet different learning needs. All materials provided relate to interests and abilities. We have introduced a number of strategies and interventions to include and support children with a variety of special educational needs and disabilities.

### Involvement of children

We make use of augmentative communication (e.g. Makaton signing or Visual timetable) to support children's speech and language and social communication development.

Children are involved in their own learning and encouraged to celebrate their own success and that of others.

Children are asked how they would like to be helped.

Children are encouraged to comment on whether they enjoy the learning activities provided.

## Partnership with parents and carers

We value parent and carers' expertise and deep knowledge of their own children. Parents and carers' comments are included in assessments and reviews.

We ensure parents and carers are aware of roles and responsibilities of staff (e.g., by a photo display, on induction).

The setting has an 'open door' policy, offering informal chats as necessary and formal discussions by appointment. Information is shared with parents and carers using communication books and parent consultation evenings.

We involve parents and carers in provision through planning, implementation of strategies and identifying learning and development outcomes of their own children. We provide the parent with a 'Next Step Memo' at the end of each month, which lets them know their child's next step in which we are working towards at the setting, and how they can help achieve this at home.

## Transition

The setting will pass all relevant records on to the next setting/school (with parents and carers' written permission). A transfer record is completed which highlights the child's likes and dislikes, strengths and weaknesses and successful strategies to support the child's wellbeing and communication.

Transition visits are also arranged with the welcoming setting to get the child accustomed to the new environment, thus supporting their wellbeing. We recognise that these visits need to be flexible and multiple in order for the child to have the most benefit.



## Student Placement Policy

We recognise that the quality and variety of work which goes on in a nursery makes it an ideal place for students on placement from school or college childcare courses, as well as those on the diploma in Pre-school Practice.

Students are welcomed into the nursery on the following conditions:

- The needs of the children are paramount. Students will not be admitted in numbers which hinder the work of the nursery.
- Students must be confirmed by their tutor as being engaged in a bona fide childcare course, which provides necessary background understanding of children's development and activities.
- The students tutor must confirm that a police check has been taken out on the student attending the nursery.
- Students required to conduct child studies will obtain written permission from the parents / guardian of the child to be studied.
- Any information gained by the students about the children, families or other adults in the nursery must remain confidential.
- Students will be supervised at all times and never left on their own with any child.
- During a pandemic student placement will be suspended.

## Staffing and Employment Policy

A high Adult: Child ratio is essential in providing good quality nursery care. Peter Pan's Day Nursery adhere to the following Adult: Child ratios:

- 1:3 for all children aged two years and under.
- 1:4 for all children between the ages of 2 - 3 years.
- 1:8 for all children aged three years and over.

Our key person system ensures that each child and family has one particular staff member who takes special interest in them. Regular staff meetings provide opportunities for staff to undertake curriculum planning and to discuss the children's progress and / or any difficulties. All our staff hold an NNEB, DCE, ENVQ OR NVQ level 2 or equivalent qualification. Regular in-service training is available to all staff. We support the work of our staff by means of regular monitoring and / or appraisals.

We are committed to recruiting, appointing, and employing staff in accordance with all relevant legislation.

### **Recruitment**

Peter Pan's Day Nursery is an equal opportunities employer. Its policy in relation to equal opportunities covering the following areas are as follows:

**Recruitment and Selection:** Whenever a vacancy occurs any job description and/or person specification produced will be vetted to ensure that there are no requirements or criteria which are unnecessary to the post and have a discriminatory effect. When advertising, it will be ensured that the media used cover the full range of racial or other groups within the marketplace. Advertisements should be vetted to ensure there is no direct or indirect discrimination in contravention of legislation. Short listing will be conducted against the objective criteria set out in the job description and person specification. The management team once having selected a short-list should be careful not to take account of factors which are irrelevant to the requirements of the post. Interview questions are related to the requirements and circumstances of the job and are not of a discriminatory nature. Patterns of behaviour must never be judged based on past assumptions. Interviewers are aware of possible misunderstandings which can occur in interviews between persons of different cultural backgrounds. Selection decisions are not influenced by race, sex, etc., by the traditional profile of past or other post-holders, or by age, which in some circumstances, constitute unlawful, indirect discrimination. Nor will they be influenced by perceived prejudices of other staff. Decisions are based on pre-established selection criteria. In relation to disabled applicants, consideration must always be given to such adjustments to the working environment that might be made to overcome any perceived difficulty and to the possibility of external advice being taken.

**Training, Promotion and Career Development:** We ensure that training, promotion, and career development opportunities are offered equally to all staff. This includes a regular review of procedures for promotion and career development to ensure that they are in line with the Equal Opportunities Policy and do not include any discriminatory practices. All decisions relating to promotion must be recorded, and reasons for turning down applicants discussed with them if so requested.

**Monitoring of Records:** A personnel file for every member of staff is held under lock and key in the office. Access to these files is restricted to the Director and Nursery Managers. Each personnel file contains: All letters received from and written to the employee, the Employment Contract, Employment Contract Changes, Meeting Notes, CV, Job Application Form, Personnel Information Form, Copies of Qualification Certificates, Appraisals/Supervisions/Observations and DBS Number. The staff member can access their personal file at any time.

New staff are employed subject to satisfactory references and DBS clearance. Not disclosing any relevant information prior to a DBS Form being submitted for clearance may result in the offer of employment being withdrawn. If not part of the scheme already all staff are signed up to the DBS update service.

New staff are employed on a probationary period for 6 months of employment. This is then reviewed, and a full contract offered. At the manager's discretion the probation period can be extended for a further period.

During their probation period staff have an observation every month.

For all permanent staff: Supervision meetings are held every 6 months, observations every 6 months, well-being meetings every month, an annual appraisal.

Each employee is given Induction training on their first week of work; and each employee is given an Employee Handbook.

The manager provides coaching and mentoring to all staff as and when required.

## Safer Recruitment Policy

Our safer Recruitment Policy is to provide all our children to be in a safe environment that promotes their health and development which is free from abuse, maltreatment, and exploitation. This ensures that all staff members, whether paid or voluntary are suitable for the position, working with children or vulnerable people.

### Our Aim

Our overall aim is to deter unsuitable applicants from applying for the role. Ensuring all candidates are treated fairly, consistently and in compliance with all relevant legislation.

Applicants will have to undergo strict vetting procedures before appointment. The nursery will advertise vacant posts, normally this entails an external advert through indeed. Any advertisement will make clear that nursery's commitment to safeguarding and promoting the welfare of children.

All applicants for employment will be required to complete an application form, containing questions about their academic and full employment history and their suitability for the role. It will also account for any gaps or discrepancies in their employment history. A guide to fill in application will also be provided.

A job description will be provided with key information to set out duties and responsibilities of the job. Also, a person specification detailing the skills, experience, abilities, and expertise that is required to take the position.

Carry out pre-employment checks, Enhanced DBS, Qualifications, and reference checks. The only exception is where an applicant has indicated they do not wish their current employer to be contacted at this stage. In such cases, this reference will be taken up immediately after interview. We also carry out an assessment in the room for a couple of hours, but the applicant is never included in staff: child ratios. We then short list and then appoint.

All offers of employment will be subject to the receipt of two references, which are considered satisfactory. One reference must be from the applicant's current or most recent employer. If this is not working with children, then we would obtain the second one to be working in the environment of childcare. The reference should not be family, we will also provide a tick chart to be completed to help with the assessment.

Interviews will be by zoom call first and then a face-to-face interview. Questions will be asked on many subjects to assess the candidates' abilities and knowledge. All applicants to provide proof of identity, address, and qualifications. Original documents will only be accepted, and photocopies will be taken. Unsuccessful applicant's documents will be destroyed after the recruitment programme.

If it is decided to make an offer of employment following the interview, any such offer will be on all the conditions above are met.

Once employed, management undertake DBS update service checks every 6 months on all staff.

All new employees will be given an induction programme which will clearly identify the nurseries policies and procedures, along with appropriate training. This includes making the aware of the child protection policy, the Code of Conduct and make clear the expectations which will give how staff are expected to carry out their role and responsibility.

All staff information is kept in a locked file in the office, this information will be retained by the nursery for the duration of the successful applicant.

Employees involved in the recruitment and selection of staff are responsible in familiarising themselves with and complying with the provisions of this policy. All yearly updates will be completed and held in staff files.

Following an extended period of absence staff will be subject to a DBS Update check.

Peter Pans recognises that safer recruitment and selection is not just about the start of employment but should be part of a larger policy framework for all staff. The nursery will therefore provide ongoing training and support for all staff as identified through their appraisal and observations.

## Management of Behaviour

Peter Pan's Day Nursery aims to treat every child's behaviour on an individual basis, teaching children to have respect for each other.

These are our steps to managing a child's behaviour within the nursery:

- Distraction
- Early intervention in potential disagreements
- Praise
- Reasoning
- Learning by example
- Talking to the children and having a "Time out" period
- Any individual difficulty, i.e., bullying, and children who are being bullied, will be discussed with the parents / guardian so that an agreement is reached on how to deal with the child's behaviour.

All children are respected and valued as individuals even if their behaviour may sometimes be unacceptable. Should you be concerned about your child's behaviour, please do not hesitate to speak to your child's key worker, Debbie, Zoe or Lauren.

**Under no circumstances** do we smack, humiliate or ridicule any child in our care.

Should you have any queries regarding the way that a child's behaviour is dealt with, our member of staff who has responsibility on behaviour issues is Debora White.

## Complaints Procedure

If you have a complaint about the service that we provide, or any member of staff, the manager will be more than happy to discuss this with you and deal with the matter as effectively as possible.

Following a meeting with you to discuss the nature of your complaint, your complaint will be logged into our Complaints Book, which includes the following:

- The source of complaint.
- The nature of the complaint.
- Details of the complaint.
- How it was dealt with.
- The actions and outcomes
- Any subsequent action
- The name of the person responsible for investigating your complaint.
- The time scale in which the complaint was dealt with.

Once your complaint has been logged you will be given a copy for your records of the complaint, and you will be asked to countersign the nursery's copy.

If you feel dissatisfied with the way your complaint has been dealt with, you may contact the Proprietor Mrs Debora White at this address or you may wish to contact OfSTED at the following address:

OFSTED  
Complaints Department  
The National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone Number: 0300 123 1231  
[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

## Child Protection Policy/Safeguarding Children

This policy is based on guidance given by Redbridge Local Safeguarding children's board and that laid out in the London Safeguarding Children Procedures 7<sup>th</sup> Edition.

Safeguarding Co-ordinator: Debbie White

Deputy Safeguarding CO-Ordinator: Zoe Handley, Lauren Polston, Comfort Ochieng, Emma Baldwin

*Everyone shares responsibility for safeguarding children.* The aims of this policy are:

- To develop working relationships with other agencies involved in safeguarding.
- To acknowledge the need for good communication between all parties in relation to safeguarding children.

This policy shows a commitment to protecting and safeguarding children against potential harm or actual harm. At Peter Pans Day Nursery, we will not tolerate any form of child abuse.

We will endeavour to safeguard children by:

- All staff being trained on entry to safeguarding level 2 as a minimum and this will be renewed every 3 years.
- Valuing them, listening to and respecting them
- Checking the suitability of those people working with the children.
- Sharing information about concerns with the relevant agencies
- Providing effective management for staff and volunteers through supervision, support, and training.

We at Peter Pans Day Nursery will gain appropriate information from parents/carers on the health and wellbeing of their child prior to them attending the nursery.

### Intimate Care Policy

Whenever possible the child's key person will be responsible for meeting the intimate care needs of the child. The key person will make this one-to-one time fun, whilst retaining good standards of hygiene and maintaining respect and dignity for the child.

Staff will familiarise themselves with the child's method of communication, routine, and care needs by working in partnership with parents.

We will always talk to the children about what is happening, and no assumptions will be made regarding decision making or consent.

Anyone considered unsuitable for working with children will be removed from working with the children and be reported to the local authority and independent safeguarding authority.

Children can only be effectively safeguarded if everyone works together to promote their welfare.

All of our staff are aware of what to look out for when we have reason to believe that a child in our care is being abused. All of our staff are required to attend ongoing and updated safeguarding training that will help them recognise and respond to suspected abuse of children whether physical, emotional, sexual, neglect or bullying.

We believe that the welfare of your child is paramount. We would like to work closely with you to ensure your child is protected at all times. Like all nurseries in Redbridge, we are obliged to follow set procedures when we are concerned about a child's welfare.

- If any member of staff has any concerns whatsoever about a child's welfare, they will report their concerns to the safeguarding officer.
- The staff member will record what they heard, saw and/or what they were told.
- The lead safeguarding officer will contact MASH/LSCB to seek advice or make a referral, as necessary.
- In the event of unexplained injuries, the safeguarding lead will talk to the parents/ carers, unless it is felt that this may put the child at risk. The lead officer will seek advice from MASH/LSCB if there is no satisfactory explanation for these injuries.

- All staff complete a written record of any injuries that a child has sustained at home, (incident from home book) This is to protect the children, parents, and nursery. You will be asked to sign this record.
- All details of safeguarding concerns and conversations are recorded and are only shared with the appropriate agencies, e.g., children's services and the police. They will not be discussed with anyone unauthorised to have this information.
- If we have a concern about a child and they require immediate medical attention, we will call an ambulance who will take them to the nearest Accident and Emergency department.
- MASH (Multi-Agency Safeguarding Hub) 0208 708 3885
- LADO (Local Authority Designated Officer) Helen Curtis  
0208 708 5350 or 07903 211521

### Safeguarding Children with SEND

First and foremost a child with a disability is a child. Every child has a right to be safe and protected from harm. Safeguarding practices should address actions to be taken in order for disabled children to access this common human right.

Children with disabilities will find it easier to communicate given appropriate resources, support and the presence of someone who knows them well. Where a child is unable to tell someone of his/her abuse she/he may convey anxiety or distress in some way, e.g. behaviour changes or increase in symptoms. Staff will familiarise themselves with the child's method of communication.

When making a safeguarding referral we will:

State on referral if the child is known to SEND Early Years Panel (SEYP) and/or SEN and Disability Services and if so we will also send a copy to the relevant team.

Clarify when making or responding to a referral:

- What is the disability, special need or impairment that effects this child?
- Explain how the disability or impairment effects the child on a day to day basis?
- How does the child communicate?
- Has the disability or condition been medically assessed/diagnosed?

We will also notify Ofsted of these allegations as soon as reasonably practicable, but at the latest within 14 days of the allegation being made.

All referrals, whatever their origin, will be treated with the strictest confidence and must be taken seriously. They will be considered with an open mind, which does not pre-judge the situation.



Peter Pan's Day Nursery promotes a healthy lifestyle and a high standard of hygiene in our day to day work with children and adults. This is achieved in the following ways:

#### Food

All staff responsible for the handling and preparation of food will receive appropriate training that includes storing, preparing, cooking, and serving food safely and hygienically. All meals and snacks provided will be nutritious and pay due attention to children's particular dietary requirements.

When cooking with children as an activity, the adults will provide healthy, wholesome food, promoting and extending children's understanding of a healthy diet. Staff's allergies are taken into consideration in the preparation and delivery of food.

#### Outdoor Play Area

Children will have the opportunity to play in the fresh air throughout the year, regardless of weather conditions, but providing they have suitable clothing i.e.: sun hat, sunscreen, raincoats etc

#### Illness

Parents / guardians are asked to keep their children at home if they are ill or infectious in any way. Parents / guardians are asked to inform the nursery as to the nature of the infection so that the nursery can alert other parents and make careful observations of any child who seems unwell.

Parents are asked not to bring into the nursery any child who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.

Cuts or open sores, whether on adults or children, will be covered with a dressing.

Non-prescription medication, for example, teething gel, Calpol, may be administered to children, but only with prior written consent of the parent and only when there is a health reason to do so.

If a child is on medication the following procedures will apply:

- Written confirmation will be obtained from the parent / guardian, giving clear instructions, which include, recording details of: the child's name, the name of the medication, the dosage to be given, the times that the medication is to be given, and the parent / guardians signature giving permission for a member of staff to administer the medication.
- All medications will be kept in a lockable cupboard out of a child's reach.
- With regard to the administration of life saving medication, such as insulin / adrenalin injections, or the use of nebulisers, the position will be clarified by reference to the nursery's insurance company.
- The nursery is aware of a parent/guardian's request to seek permission before emergency medical advice or treatment is given, i.e. cultural and religious beliefs.

The nursery will ensure that the first aid equipment is kept clean, replenished, and replaced as necessary. Sterile items will be kept sealed in their packages until required.

Parents / guardians will have the opportunity to discuss their child's health issues with nursery staff and will have access to information available to the nursery.

The nursery will maintain links with health visitors and gather health information and advice from the local health authority information services and / or other agencies.

Parents / guardians please ensure that should your details change i.e. work changes, that you inform the nursery, of any new contact numbers that you may have.



### Safety: Policy and Practice

The safety of children and adults using the nursery is of paramount importance. We are aware of children's constantly developing abilities helps us to ensure appropriate safety measures are applied to avoid dangerous situations. In order to ensure the safety of both the children and adults, the nursery will ensure that:

- All children are supervised by adults at all times and will always be within sight of an adult.
  - An accident form is available at each session for the reporting of any accident / incident.
  - Regular safety monitoring will include checking of the accident / incident record.
  - All adults are aware of our system in operation for children's arrivals and departures and an adult will be at the door during these periods.
  - Children may only be collected by authorised adults.
  - Safety checks on the premises, both indoors and outdoors, are made before that start of each day.
  - All outdoor space is secured with a 6ft brick wall and checked prior to the children using this space.
  - Children's play equipment is checked regularly, and any dangerous items disposed of and replaced.
  - The layout and space ratios allow children and adults to move safely and freely between activities.
  - All dangerous materials, including medicines, and cleaning materials, are stored out of children's reach.
  - Children do not have access to kitchens, cookers or any cupboards storing hazardous materials.
  - Adults do not take hot drinks into any room in which children reside.
  - Fire Drills are held twice a term.
  - A Register of both adults and children is completed a people arrive so that a complete record of all those present is available in an emergency.
  - The nursery operates a non-smoking policy.
  - A correctly stocked first aid box is available at all times.
  - Fire extinguishers are checked and serviced annually, and staff are aware of how to use them.
  - Whenever children are on the premises at least two adults are present.
  - Activities such as cooking, water play and energetic play receive close constant supervision.
  - Children who are sleeping are never left alone and are checked regularly.
  - Equipment offered to children is developmentally appropriate, recognising that materials suitable for an older child may pose a risk to younger / less mature children.
- 
- Gas and electrical equipment are inspected and checked annually by qualified approved contractors.
  - The nursery is checked again at the end of each day.

### What is Covid-19?

Covid-19 or the Coronavirus is a virus more contagious than the flu. Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment.

### What are the symptoms?

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

Please refer to the most recent government guidelines @ [www.gov.uk](https://www.gov.uk).

The nursery at all times will follow the Government's, the department of education and Redbridge guidelines should there be a national pandemic.

### How is a key worker or a vulnerable child identified?

If a parent's work is critical to the COVID-19 response or they work in one of the critical sectors (and they cannot keep their child safe at home), then their children will be prioritised for education provision by the government.

### How we minimise the risk of people catching coronavirus?

At Peter Pan's Day Nursery, we focus on infection control and minimising the impact and reducing the possibility of exposure for children, families, and staff.

We have policies in place to protect against the spread of any serious disease, including infection control.

We follow guidance given by government as per any other notifiable virus, (such as measles, mumps and scarlet fever), and our staff will spend more time on cleaning and hygiene during this period.

### How we implement handwashing guidance?

Practising good hygiene has been identified as an important activity to avoid catching and spreading coronavirus.

All staff, children and parents will wash their hands for 20 seconds with soap and hot water or will use hand sanitiser gel on site.

After handwashing, hand dryers are used to dry hands.

Staff and children will continue to wash their hands frequently throughout the day.

Peter Pan's will ensure children wash their hands regularly to keep everyone safe including: before and after messy play; after going to the toilet; after playing in the garden; after blowing their nose and before and after eating.

### Failure to Collect A Child Policy

At Peter Pan's Day Nursery, we are committed to the welfare of each child in our care. Should your children still be left at the nursery after closing time of six o' clock, we ask that you contact us to let us know that you are on your way to collect your child. Should someone else be collecting your child, they will need to bring identification with them so that it can be clarified with nursery staff, and your previous instructions. You may even wish to give them and us a password to use.

Under no circumstances must any member of staff remove a child from the premises.

Following are the steps which we will take should a child not be collected from our care:

- Two members of staff to remain on the premises at all times.
- The person in charge to try to contact the Parent / guardian.
- Ring the out of office emergency team on 020 8590 2855
- Await further instructions
- Ring the emergency team every 10 minutes.
- Try Parent / guardian every 10 minutes.
- Contact social services after  $\frac{1}{2}$  hour has elapsed.

### Lost Child Policy

At Peter Pan's Day Nursery, we are committed to the welfare and safety of all children in our care. We take every effort to ensure that your child is safe and secure within the nursery. Once you have brought your child into the nursery their name will be marked off against the main register which is held in the office, as well as individual registers which are held in your child's room. Every time that your child leaves their room i.e. goes into the garden, the register for that room will accompany them. This ensures that we are aware of your child's whereabouts at all times. Should your child go missing we will take the following steps to ensure their safe return to the nursery:

- All personnel present should undertake a search of the premises inside and out.
- Parents / guardians shall be contacted immediately that we are aware that your child is lost.
- The nursery shall telephone the police, 020 8551 4211 to request their assistance.
- The nursery shall contact OFSTED, 0300 123 1231 and report the incident.
- Written statements shall be taken from the staff responsible for looking after that child.

### Child Collection Policy

Children are only released from the care of Peter Pans Day Nursery to those individuals who have been named by the child's parent or legal guardian. This person should be over the age of 16 years. We will only allow children to be collected from the nursery under the following terms:

- A previous written agreement
- Telephone conversation with Manager/Deputy
- A Collection form completed

Should you wish for someone else to collect your child from the nursery, we will require the following information prior to their collection:

- Password
- Photo of Person Collecting
- ID including name and Address
- Brief description (Only in the case of emergency).

Under no circumstances will we allow your child to be taken from the nursery if the above conditions have not been met.

## Health and Safety at Work Act 1974

The health and safety law poster are displayed in the staff room. Health and safety advice are available from the proprietor Debora White.

The supervision of young workers / trainees will be arranged / undertaken / monitored by Debora White.

Our statement of general policy is:

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with our employees on matters affecting their health and safety.
- To provide and maintain safe premises and equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure all employees are competent to carry their tasks, and to give them adequate training.
- To prevent accidents and cases of work-related ill health.
- To maintain safe and healthy working conditions and to review and revise this policy as necessary at regular intervals.

Signed:

.....  
Debora White

Date:.....

The risk assessments will be undertaken by:

Debora White & Zoe Handley & Lauren Polston

The findings of the risk assessment will be discussed between:

Debora White & Zoe Handley & Lauren Polston

The action required to remove/control risks will be dealt with by:

Debora White & Zoe Handley & Lauren Polston

Debora White, Zoe Handley and Lauren Polston will be responsible for ensuring the action required is implemented and will check that the implemented actions have removed / reduced the risks.

Assessments will be reviewed every six months or when the work activity changes, whichever is soonest.

Consultations with employees is provided by:

Debora White, Zoe Handley and Lauren Polston

Debora White, Zoe Handley and Lauren Polston will be responsible for identifying all equipment requiring maintenance, and for ensuring effective maintenance procedure are drawn up. This is to include ensuring that all identified maintenance is implemented.

Any problems found with any equipment should be reported to:

Debora White, Zoe Handley or Lauren Polston

They will also ensure that new equipment meets Health and Safety standards before it is purchased.

Induction Training will be provided by:

Debora White, Zoe Handley or Lauren Polston

Manual Handling Training will be given by:

Debora White, Zoe Handley and Lauren Polston

Training Records will be kept in the office and recorded by:

Debora White and Zoe Handley and Lauren Polston

Training will be identified, arranged and monitored by:

Debora White and Zoe Handley and Lauren Polston

## 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. 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.

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](http://www.smokefree.nhs.uk)
- Offering information regarding products that are available to help stop smoking
- Offering in-house support.



Peter Pan's Day Nursery is a non-smoking building.  
Please refrain from smoking inside and directly outside the building.

Thank you.

At Peter Pan's Day Nursery, we are committed to meet each child's individual needs and promote their welfare.

We plan and provide a range of activities and play opportunities to develop each child's individual emotional, physical, social, and intellectual capabilities.

Children's care, learning and play are supported by our staff who monitor your child's progress regularly and we use this information to provide for their individual needs.

Care diaries are written about your child, so that you know how your child has been throughout the day with regards, eating, sleeping, toileting. Records based on observation of your child, which are dated and regularly reviewed helps us to plan you are your child's development and progress. These observations will:

- Identify your child's steps of achievement.

- Show what your child knows, understands, and can do.

- Match expectations of what your child can realistically achieve.

Staff are available for you to talk to when you drop your child off as well as collecting them, should you wish to discuss any issues with them.

We hope to build your child's self esteem, encouraging them to build positive relationships with their peers. We help to develop their confidence and independence by providing a warm, safe, and stimulating environment in which they can grow. Our staff are friendly, approachable and have a positive and respectful attitude towards all children regardless of their backgrounds and abilities.

### Learning Right from Wrong

At Peter Pan's Day Nursery, we will help your child to learn right from wrong. We will reassure them that strong feelings are acceptable, especially when young children do not have the language to express their views and how they feel. We will set fair and consistent boundaries which are appropriate to the child's age and level of understanding. We will encourage them to be aware of what they say and do to others, as well as respecting the feelings of others. Our staff will set good examples on how to respect each other and co-operate with other.

We can achieve these goals by ensuring that planned activities help children learn right from wrong, e.g. stories and role play.

### Learning and Play Opportunities

At Peter Pan's Day Nursery, we plan our day to day activities in advance, so as to ensure a careful balance, and meeting each child's individual needs. The level of staff interaction with children, gives children the opportunity to make their own choices, so that they can learn independently, initiating their own activities and exploring freely.

### Language and Mathematical Thinking

Children's language and mathematical thinking is supported by our staff setting good examples of language, listening to the child and responding to their needs. Staff will be encouraging your child to communicate with them by talking and listening, encouraging them to talk about what they are doing and to ask questions. For the younger child, our staff will respond to non-verbal communication, such as babies' gestures and sounds. Staff will read, tell stories to the children as well as having times for singing, counting, and rhyming games. We will encourage the older child to solve problems, such as working out how many cups and plates we will need for snack time.

Children's individual needs are met at all times, including those where English is a second language, and those children with speech and language difficulties.

### Imagination and Creativity

Children are encouraged to express their imagination and creativity through activities such as:

- Role Play and acting out stories.

- Listening to and making music, including dancing and moving to music.

- Painting, Drawing, Sand, Water, and Dough.

## Outing's Policy

Before we take your child out of the nursery on an outing, written permission will be obtained from the child's parent / guardian for every instance that the child is taken out of the nursery. We will first discuss with you where we intend to take the child, and the safety measures that will be put into force. The following measures will apply:

- Records of the vehicles used, if any, will be held at the nursery, i.e. MOT certificate, Insurance certificate, Driving Licence.
- Seat belts as well as the appropriate age / weight car seats will be used.
- A risk assessment shall be carried out prior to the outing.
- The Adult: Child ratio will be considered as to the nature of the outing.
- A mobile phone will be carried by staff at all times.
- A copy of your child's application form will accompany them, as well as a First Aid Kit.
- Your child will have wrist restraints or rains which are to be worn at all times.
- Under no circumstances will any child be left unattended at any time during the outing.
- We will ensure that every child's needs can continue to be met on outings, e.g. religious requirements, and children with disabilities.
- All outings will be suspended during a pandemic

## Adverse Weather Day - Procedures

At Peter Pans Day Nursery, we have an adverse weather policy in place to ensure our nursery is prepared for all adverse weather such as high snow fall.

Winter is the time of year that gets everyone excited; there is always lots to celebrate, and snow makes the season extra special for the children.

Although we are looking forward to lots of fun, should there be an excessive amount of snow or bad weather, we do have a procedure in place to ensure the safety and wellbeing of children and staff, and to keep disruption to a minimum for you too.

Sometimes, this does mean we have to limit the number of children the nursery can accept, or occasionally even close the nursery. This is because our staff: child ratios must always be in line with the regulatory body guidelines.

If any of these incident's impact on the ability for the nursery to operate, we will contact parents immediately, normally by email and on Tapestry.

If high snow fall is threatened during a nursery day, then we will take the decision as to whether to close the nursery. This decision will consider the safety of the children, their parents and the staff team.

In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow we will contact all available off duty staff and/or and group the children differently until they are able to arrive.

We may in some instances operate a shorter day to enable children, parents and staff to arrive/leave safely. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

If you have any questions, please do not hesitate to speak to the staff.



## DBS Policy

The Disclosure Barring Service (DBS) is used to assess an applicant's suitability for employment, who have regular contact with vulnerable young people, Peter Pans Day Nursery complies fully with the DBS Code of Practice and undertakes to treat all applicants fairly. The nurseries management carry out the DBS check using the online service Care Check. Any individual who will be working in the Nursery has to undertake appropriate checks including a Police check through the Disclosure Barring Service at an enhanced level. Any positions are exempt from the non-disclosure of criminal convictions under the Rehabilitation of Offenders Act 1974, even if under the act, they would normally be regarded as "spent". The offer of any position of employment will be subject to a satisfactory DBS enhanced certificate. Until the original copy of the enhanced certificate has been presented to the Senior Management Team the staff member will not be left in the sole care of any children within the setting and will be supervised at all times when undertaking personal care for any child. Staff that have a CRB that was issued before 01 July 2013 will be expected to renew this with a DBS certificate no later than 3 years after the CRB issue date.

The Nursery Manager will ensure that once a DBS has been completed the staff member's name, certificate number, date of birth, verifier and issue date is recorded and retained on file. All staff are required to sign up for the portable DBS (update service), meaning they will be subject to an online update check every 6 months undertaken by the Senior Management Team, if the DBS certificate has been recorded as "no longer current" the staff member will be asked to renew their DBS within 5 working days at their cost. Any disclosures or convictions will be dealt with in the strictest of confidence by the Senior Management Team. Staff are required to renew their subscription to the Update service yearly; in which they agree to state any criminal convictions they acquire after the completion of their DBS. Refusal to do so will lead to termination of employment, with immediate effect. In the event of an individual being employed and it is later identified that they have a criminal conviction, and then an immediate meeting will take place with the individual. Depending on the nature of the conviction, a decision will be made as to whether the individual is suitable to remain employed. Ofsted will be informed if the employee is deemed unacceptable to work with children as well as the DBS team. Referral helpline: 01325953795

### Secure storage, handling, use, retention and disposal of Disclosure and Barring Service (DBS) disclosures and disclosure information General Principles

We use the Disclosure and Barring Service (DBS) to check the suitability of applicants who work with or have contact with children. Peter Pans Day Nursery complies fully with the DBS Code of Practice about the correct storage, handling, use, retention and disposal of disclosures and disclosure information. We also meet our obligations under the Data Protection Act 1998 and other relevant legislation about the safe storage, handling, use, retention, and disposal of disclosure information. Usage Disclosure information is only used for the specific purpose for which it was requested and for which the applicant has given full consent. We do not keep disclosure information for any longer than necessary. In very unusual circumstances, we may keep disclosure information for up to six months. In this case we will consult the DBS about this and will fully consider the data protection and human rights of the person before doing this. Over this time, we will meet the usual conditions about the safe storage and strictly controlled access of the disclosure information. When we reach a decision, or once the retention period has ended if this is later, we will make sure that we destroy any disclosure information immediately and securely by shredding. We will not keep any photocopy or other image of the disclosure or any copy or details of the contents of a disclosure after the retention period has ended. The only information we keep is a record of the date of issue of a disclosure, the name of the person, the type of disclosure (enhanced) and the unique reference number.

Following an extended period of absence staff will be subject to a new DBS update check.

## Data Protection Policy

General Data Protection Regulation Policy Statement GDPR stands for General Data Protection Regulation and replaces the previous Data Protection Directives that were in place. It was approved by the EU Parliament in 2016 and came into effect on 25th May 2018. GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes and that individuals' data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. Peter Pan's Day Nursery is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors, and staff personal data. The GDPR gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly.

Peter Pan's Day Nursery is registered with the ICO (Information Commissioners Office) under registration reference: **ZA 283501** and has been registered since 12th September 2016.

GDPR includes 7 rights for individuals.

### 1) The right to be informed

Peter Pan's Day Nursery is a registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent's names, addresses, telephone numbers, email addresses, date of birth and National Insurance numbers. We need to know children's' full names, addresses, date of birth and Birth Certificate number. For parents claiming the free nursery entitlement we are requested to provide this data to Redbridge Council; this information is sent to the Local Authority via a secure electronic file transfer system. We are required to collect certain details of visitors to our nursery. We need to know visitors' names, telephone numbers, addresses and where appropriate company name. This is in respect of our Health and Safety and Safeguarding Policies. As an employer Peter Pan's Day Nursery is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver's license, bank details. This information is also required for company pension scheme as well as Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system to Capita for the processing of DBS checks.

### 2) The right of access

At any point, an individual can make a request relating to their data and Peter Pan's Day Nursery will need to provide a response (within 1 month). Peter Pan's Day Nursery can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

### 3) The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However, Peter Pan's Day Nursery has a legal duty to keep children's and parents details for a reasonable time, Peter Pan's Day Nursery retain these records for 6 years after leaving the nursery. Staff records must be kept for 6 years after the member of leaves employment, before they can be erased. This data is archived securely offsite and shredded after the legal retention period. There is a full Risk Assessment in place for transportation and storage. A copy of this Risk Assessment can be provided upon request.

### 4) The right to restrict processing

Parents, visitors, and staff can object to Peter Pan's Day Nursery processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

### 5) The right to data portability

Peter Pan's Day Nursery requires data to be transferred from one IT system to another, such as from Peter Pan's Day Nursery to the Local Authority/ Early Years Team. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

#### 6) The right to object

Parents, visitors, and staff can object to their data being used for certain activities like marketing or research.

#### 7) The right not to be subject to automated decision-making including profiling.

Automated decisions and profiling are used for marketing-based organisations. Peter Pan's Day Nursery does not use personal data for such purposes.

#### Storage and use of personal information.

All paper copies of children's and staff records are kept in a locked filing cabinet in the office. Members of staff can have access to these files, but information taken from the files about individual children is confidential and apart from archiving, these records remain on site at all times. These records are shredded after the retention period. Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.

Peter Pan's Day Nursery collects a large amount of personal data every year including names and addresses of those on the waiting list. These records are shredded if the child does not attend or added to the child's file and stored appropriately.

Information regarding families' involvement with other agencies is stored both electronically and in paper format, this information is kept in a locked filing cabinet in the office. These records are shredded after the relevant retention period. Upon a child leaving Peter Pan's Day Nursery and moving on to school or moving settings, data held on the child may be shared with the receiving school.

Peter Pan's Day Nursery stores personal data held visually in photographs or video clips; written consent is gained by parents/carers upon entry into the nursery. No names are stored with images in photo albums, displays, on the website or Peter Pan's Social media sites. Access to all the onsite computers are password protected. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet in the office.

Data Protection Officer: Lauren Polston

## Social Networking Policy

Social media is becoming a large part of the world we live in and as such at Little People we need to make sure we protect our children by having procedures in place for safe use. We use \*Facebook / \*Twitter / \*Instagram to share pictures of the activities the children have accessed at nursery. In order to safeguard children, we will:

- Ensure all children in the photographs or posts have the correct permissions in place from their parent / carer.
- Not allow others to post on our Facebook page, i.e. only management can post on the page.
- Monitor comments on all posts and address any concerns immediately.
- Facebook admins have training on safe practise with sharing events, i.e. sharing historic events, not planned outings, and checking authorisation of photos with parents

### Staff use of social media

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

- When using social networking sites such as Facebook or Instagram staff must:
  - o Not name the setting they work at
  - o Not post pictures in work uniform on personal accounts.
  - o If a parent ask questions or makes any comments relating to work via social networking sites, then staff should report any concerning comments or questions from parents to the manager/safeguarding lead
  - o Ensure any posts reflect their professional role in the community (e.g. no inappropriate social event photos or inappropriate comments i.e. foul language)
  - o Follow the staff behaviour policy
  - o Not post anything that could be construed to have any negative impact on the nursery's reputation or relate to the nursery, its staff team or any children attending the nursery in any way
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Staff should be aware that all electronic communications between parents and colleagues should be professional and take place via the official nursery communication channels, e.g. work emails and phone numbers where possible. This is to protect staff, children and parents.

### Parents and visitors' use of social networking

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

- We share pictures of children securely on their online journal and ask that parents do not screen shot or share images that contain other children on their personal accounts.
- Parents are requested to refrain from contacting staff on social media. If a query is urgent the nursery Facebook page endeavours to have 'out of hours' response.
- On special occasions, i.e Graduation, Christmas performance we ask that parents respect the Managers directions with regards to photography
- Parents are requested to give consent at application. If anything changes this should be in writing or by email

We ask parents **not to**:

- Screen shot or share any posts or pictures from their child's Tapestry account on social media platforms (these may contain other children in the pictures)

We ask parents to:

Share any concerns regarding inappropriate use of social media through the official procedures (please refer to the partnership with parents' policy, complaints procedures and grievance policy).

## Female Genital Mutilation Policy

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

At Peter Pans Day Nursery, we have a robust and rigorous safeguarding procedure and protecting children in our care is paramount. The safeguarding officer and all members of staff are responsible to adhere and follow these policies.

We endeavor to adhere to the following:

- The safety and welfare of the child is paramount.
- All agencies involved act in the interest of the rights of the child as stated in the UN convention 1989 and the Children's act 1989.
- All professionals are made aware of the possibility of a girl being at risk of FGM as a result of religious beliefs, nationality and other unusual events that could lead to FGM e.g. a child being taken out of the setting for a six weeks or more by parents or relatives.
- If a member of staff had concerns over a child, they would report it to the safeguarding officer in the setting who would then decide whether a referral was needed to the **MASH team (multi agency safeguarding hub) 020 8708 3885**
- **0800 028 3550** FGM helpline

### Types of FGM

Female genital mutilation is classified into 4 major types.

1. Type 1: Often referred to as **clitoridectomy**, this is the partial or total removal of the clitoris (a small, sensitive and erectile part of the female genitals), and in very rare cases, only the prepuce (the fold of skin surrounding the clitoris).
2. Type 2: Often referred to as **excision**, this is the partial or total removal of the clitoris and the labia minora (the inner folds of the vulva), with or without excision of the labia majora (the outer folds of skin of the vulva ).
3. Type 3: Often referred to as **infibulation**, this is the narrowing of the vaginal opening through the creation of a covering seal. The seal is formed by cutting and repositioning the labia minora, or labia majora, sometimes through stitching, with or without removal of the clitoris (clitoridectomy).
4. Type 4: This includes all other harmful procedures to the female genitalia for non-medical purposes, e.g. pricking, piercing, incising, scraping and cauterizing the genital area.

**Deinfibulation** refers to the practice of cutting open the sealed vaginal opening in a woman who has been infibulated, which is often necessary for improving health and well-being as well as to allow intercourse or to facilitate childbirth.

### No health benefits, only harm

FGM has no health benefits, and it harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue and interferes with the natural functions of girls' and women's bodies. Generally speaking, risks increase with increasing severity of the procedure.

### Cultural and social factors for performing FGM

The reasons why female genital mutilations are performed vary from one region to another as well as over time and include a mix of sociocultural factors within families and communities. The most commonly cited reasons are:

- Where FGM is a social convention (social norm), the social pressure to conform to what others do and have been doing, as well as the need to be accepted socially and the fear of being rejected by the community, are strong motivations to perpetuate the practice. In some communities, FGM is almost universally performed and unquestioned.
- FGM is often considered a necessary part of raising a girl, and a way to prepare her for adulthood and marriage.
- FGM is often motivated by beliefs about what is considered acceptable sexual behaviour. It aims to ensure premarital virginity and marital fidelity. FGM is in many communities believed to reduce a woman's libido and therefore believed to help her resist extramarital sexual acts. When a vaginal opening is covered or narrowed (type 3), the fear of the pain of opening it, and the fear that this will be found out, is expected to further discourage extramarital sexual intercourse among women with this type of FGM.
- In contexts where women are financially dependent on their husbands, marriageability is a strong motivating factor in carrying out FGM.
- FGM is associated with cultural ideals of femininity and modesty, which include the notion that girls are clean and beautiful after removal of body parts that are considered unclean or unfeminine or male.
- Though no religious scripts prescribe the practice, practitioners often believe the practice has religious support.
- Religious leaders take varying positions with regard to FGM: some promote it, some consider it irrelevant to religion, and others contribute to its elimination.
- Local structures of power and authority, such as community leaders, religious leaders, circumcisers, and even some medical personnel can contribute to upholding the practice.
- In most societies, where FGM is practised it is considered a cultural tradition, which is often used as an argument for its continuation.
- In some societies, recent adoption of the practice is linked to copying the traditions of neighbouring groups. Sometimes it has started as part of a wider religious or traditional revival movement.

Any incidents will be treated in the strictest confidence. Safeguarding the children in our care is a priority at all times and we will not tolerate any form of child abuse.

## Flu Pandemic Policy

Experts advise that a further flu pandemic is inevitable but cannot say when it will happen. When it happens, it is expected to spread rapidly to all areas of the UK and have significant impact. Depending on the severity of the pandemic, 25-50% of the population may become ill at some stage during one or more waves, each lasting 3-4 months, and 50,000-700,000 more people than usual will die.

Children are highly effective spreaders of respiratory infections, both among themselves and to adults in their family

We shall continue to operate as normal during a pandemic although this may not be possible for the following reasons:

- Government advice that nurseries and schools in the area should close
- High staff absences

The decision to close the nursery shall be either given from the Government based on scientific advice, or from the owners of the nursery.

We shall do utmost to reduce the risk of cross infection. We shall

- Take hygiene measures to reduce the risk of infection i.e.: the disposal of tissues etc
- Ensure that staff who show signs of infection go home
- Ensure that children showing signs of infection are collected by parents.
- Ensure a sick child is kept separate from other children while waiting to be collected.

Please would you ensure that all the contact details we hold for you on your child's application form are correct. Please ensure that you confirm these with either Claudine, Debbie or Lauren.



### Principles

Inclusion is concerned with the participation, learning and equal opportunities of all children and staff in the setting, all of whom have a right to access. It has wider implications than the identification of children with special educational needs. It could apply to any or all of the following:

- Girls or boys where there are gender issues.
- Minority ethnic and faith groups, travellers, asylum seekers and refugees.
- Children who need support to learn English as an additional language (EAL).
- Children with special educational needs including those considered to have emotional, behavioural or social difficulties.
- Children with physical disabilities.
- Children in need.
- Other children, such as sick children, children from families under stress and children whose families may be seriously disadvantaged by poverty.
- Children who may be gifted or talented.

Promoting inclusion will help all children to realise their full potential in terms of achievement and learning through access to the settings curriculum.

### From Principles to Practice

Inclusive principles highlight the importance of meeting the individual needs of all children equally, whether they have identified "special needs" or not. Inclusive settings are those that are dedicated to meeting the individual needs of each child.

Inclusion is a process in which children, parents/carers, practitioners and other agencies work together in partnership to develop the application of its principles in the setting.



### STATEMENT OF INTENT

At Peter Pans we believe that the safety of our children and staff is of paramount importance. We make every effort to keep our setting secure.

#### Aim

The aim of this policy is to inform staff and parents/carers of the procedures to take in the event of an intruder being identified on the premises. All staff are aware that it is their priority to maintain the safety of any children in their care as well as their own safety.

#### Methods

- An intruder is an individual in the Nursery who has not followed our established visitor procedures and may or may not be a safety hazard to the Nursery. This policy provides a means of dealing with either situation.
- Any member of staff who observes an individual in the Nursery who appears suspicious or out-of-place should either approach the individual (if safe to do so), ask for their name and purpose of being in the Nursery or should alert the Manager/Deputy for assistance.
- The person approaching the suspicious individual must determine if the person poses a safety hazard or just needs to be aware of the Nursery's procedures for visitors.
- While determining the status of a visitor, every effort must be made to ensure children in our care are safe, feeling secure and where possible, continuing to be engaged in their current activities. If need be, children must be given reassurances as to their own and others safety and wellbeing.

#### Procedure: Visitor with legitimate business

- Identify the person and determine their purpose or need for being in the Nursery.
- Ask the person to sign in as a visitor and alert the manager of their arrival.
- Ensure they are aware of the procedure for visitors for future reference.
- Review security to determine how the intruder gained entry.

#### Procedure: Intruder who may pose a safety hazard, we will:

- Politely greet the intruder, identify yourself and ask the purpose of their visit to the Nursery.
- Ask a colleague to observe your approach to the intruder
- Explain that all visitors must sign in and then escort the person to the Manager/Deputy.
- Depending on the circumstances and the demeanour of the intruder, the Manager/Deputy will make every effort to call the police to report the incident. If the intruder appears agitated, irrational or refuses to leave the building in a peaceful manner, we will endeavour to calm the person by talking in a low and calm reassuring voice whilst also trying to gain the attention of another staff member to call the police. If it is not possible for the manger to call the police a code word/phrase will be used to signify that emergency help must be called
- Children should be taken to a secure place, furthest distance from the intruder in a calm and organised way
- If police are called and the individual leaves or attempts to leave prior to the police arriving, do not attempt to physically detain or restrain the person. Contact the police to inform the responding officers that the individual has left the building, the direction and means of transport.

- If the individual stays until the police arrive, inform the officers what has happened that led to the individual being with you so they can establish probable cause for arrest for trespassing. Also verbally ask the person not to return to the nursery whilst still in the presence of the police.
- Review security immediately.
- Log incident and actions as soon as possible.

**Procedure: Intruder who is armed or otherwise poses a safety hazard. (Follow emergency incident procedures)**

- Alert all staff members using code word/phrase.
- Children should be taken to a secure place, furthest distance from the intruder in a calm and organised way.
- Contact the police as soon as possible to report the incident.
- Give operator all the information regarding location of the intruder, a physical and clothing description and the weapon involved.
- Advise the operator what we are doing to ensure the safety of the children and other staff members.
- Remain on the line until the operator advises you to hang up.
- Monitor location of intruder, until police arrive.

When confronting an intruder, take another staff member with you. Ask a third member who is not involved to alert the Manager/Deputy. Determine who will initiate contact with the intruder and who will be the backup person. Both staff members should break off contact and leave when it is safe to do so. Attempt to direct intruder away from areas occupied by children. Use casual conversation or body language to calmly direct the situation. If the intruder refuses to cooperate, do not escalate the situation. If the intruder shows a weapon, assure him/her that it is not necessary for him/her to consider using the weapon.

- Back away slowly and leave the area.
- Both of your hands should be up with your palms facing the intruder while slowly backing away.
- Remain calm do not attempt to disarm the person.
- Once the police officers arrive provide them with the following information:

Location of intruder. Description of intruder. Any known weapons. Any statements made by the intruder.

All other staff members and official visitors should remain in the Nursery with the children unless otherwise directed by the police, reassuring and engaging the children as appropriate.

In any event there will be a thorough investigation of the incident, and a report will be made by all staff involved.

Inform Ofsted, with due regard to both data protection and confidentiality policies.

This policy will be monitored and evaluated, it will be reviewed annually unless new legislation or an incident occurs which requires an immediate review of this policy.

## **USE OF PERSONAL MOBILE PHONES AND PERSONAL CAMERAS**

The welfare, protection, and safety of every child in our care is of paramount importance, we take our responsibility to safeguard children seriously. We have procedures in place which we ask everyone to respect and to help promote the safety of the children in our care.

Peter Pan's Day Nursery has a **no use** of personal mobile phones policy whilst caring for children. It is our intention to provide an environment in which children, parents and staff are safe from images being recorded and inappropriately used in turn eliminating the concern of staff being distracted from their work with children and the inappropriate use of mobile phone cameras around children.

### **PERSONAL MOBILE PHONES & SMART WATCHES (APPLE WATCHES)**

We believe our staff should be completely attentive during their working hours to ensure all children in the nursery receive good quality care and education. Personal mobile phones must **not** be used during working hours. Staff are permitted to keep their phones switched on in case of urgent calls, but they will be kept in the staff's lockers in the staff room, away from children.

Under no circumstances does the nursery allow a member of staff to contact a parent/carer using their personal device. Users bringing personal devices into nursery must ensure there is no inappropriate or illegal content on the device. All staff must ensure their mobile phones are inside their lockers throughout contact time with children. Staff are permitted to use their personal mobile phones during their lunch breaks away from the children.

The use of apple watches/smart watches etc, are also not permitted. Staff wearing smart watches will be asked to remove them and leave them locked away along with their personal mobile phones in the office. The use of mobile phones/smart watches are in staff breaks or in staff member's own time in the designated (child free) staff area.

It is the responsibility of all members of staff to be vigilant and to report any concerns to the nursery manager. (See whistleblowing policy)

All urgent calls are to be taken from the main line, however if any staff member has a family emergency or similar, their mobile will be kept in the office and they will be called to take a call. Prior permission must be sought from the manager or deputy.

During group outings a nominated staff member will take the allocated nursery mobile phone out with them in case of emergency. This should only be used for emergency calls and incoming calls from the nursery, under no circumstances must a member of staff take a personal call whilst caring for children. It is the responsibility of all staff members to be vigilant and report any concerns to the Nursery Manager or Deputy Manager.

The manager or deputy manager reserves the right to check the image contents of a member of staff's mobile phone should there be any cause for concern over inappropriate use of it. Should inappropriate material be found then our Local Authority Designated Office (LADO) will be contacted immediately, as well as the police. Guidance will be followed with regards to the dismissal of the staff member.

### **Parents & Visitors**

Parents or visitors who either arrive using a mobile phone or take a call on a mobile should be immediately told to end their phone call or leave the premises. Visitors are signed into the nursery and asked to leave their personal belongings and mobile phones in the office area.

### **CAMERAS & CAPTURING IMAGES**

Photographs taken for the purpose of recording a child or group of children participating in activities or celebrating their achievements is an effective form of recording their progression in the Early Years Foundation Stage. However, it is essential that photographs are taken and stored appropriately to safeguard the children in our care.

- Only the designated nursery camera/nursery tablets are to be used to take any photo within the setting or on outings.
- Images taken on this camera must be deemed suitable without putting the child/children in any compromising positions that could cause embarrassment or distress.

- All staff are responsible for the location of the camera; this should be placed within the lockable office when not in use.
- The camera must be locked away at the end of every session.
- Images taken and stored on the camera must be downloaded as soon as possible, ideally once a week.
- Parental permission is obtained from the parent/carer on joining the setting to the use of photographs in the setting.
- Photos taken on nursery cameras/tablets can be uploaded to our closed FAMILY app that only approved relatives of that child have access to the individual child profiles. This will only occur when we have obtained all the parents' permission. Any child whose parent has not signed the permission form for photos on social media will not have their photo uploaded.

This policy is in place to protect and safeguard both children and staff.

### Procedure to be followed in the event of a person being disqualified.

We at Peter Pans Day Nursery Ltd, have a commitment to ensure that all children in our care are safe, secure and that their individual needs are met. If we become aware of relevant information which may lead to the disqualification of an employee, we will take appropriate action to ensure the safety and wellbeing of the children in our care, in accordance with regulations made under Section 75 of the Childcare Act 2006.

The disqualified person's contract will be immediately terminated, and they will be asked to leave the premises immediately.

The following information will then be passed onto Ofsted as soon as reasonably practicable, but at least within 14 days of the date in which we became aware of the information.

- details of any order, determination, conviction, or other ground for disqualification from registration under regulations made under section 75 of the Childcare Act 2006.
- the date of the order, determination or conviction, or the date when the other ground for disqualification arose.
- the body or court which made the order, determination or conviction, and the sentence (if any) imposed; and
- a certified copy of the relevant order (in relation to an order or conviction).

Only in certain circumstances Ofsted may consider a waiver of the disqualification in line with the relevant legislation.

## POLICY AND PROCEDURE RELATING TO A TERRORIST ATTACK OR NATIONAL EMERGENCY

In light of the recent terrorist attacks, we now feel it is necessary to have a procedure in place on what to do in the event of a terrorist attack or a national disaster.

The care and security we provide to your child is paramount. As an Ofsted Registered Nursery, we will do everything within our powers to protect, comfort and support your child in the event of a major incident, National Emergency or Terrorist Attack.

If we are involved or caught up in the incident, we will comply fully with the instructions from the emergency services and constantly reassure the children in our care. Please don't attempt to come to the setting, unless asked to collect your child, as this may put you and your child at greater risk. As much as possible, we will keep you informed of the actions we are taking

If you are caught up in an incident, we will continue to look after your child until you are able to return or a person nominated is able to collect them. We will try our best to keep in contact by landline, mobile or email. In extreme circumstances this may include overnight care but this will be discussed with you and Social Services will also be kept informed. Rest assured, your child will not be put at risk in any way.

We understand that during major incidents the mobile phone networks are often not available and even landlines can be cancelled to free up communication systems for the emergency services. We will however attempt to contact you on a regular basis and ask that you try to do the same. We will keep up to date on the situation using any media source available to us, radio, television, internet etc. We will endeavour to protect your child from information or images that may alarm or distress them.

**In the event of an extreme incident, such as a terrorist attack, close to the setting, we will take every step to ensure the safety of staff and the children in our care.**

- All the children and staff to stay in their respective rooms. Those in the garden to move quickly to the nearest room.
- Close the doors and lie low, encourage the children to lay under the tables, away from windows.
- A member of staff Debbie, Zoe or Lauren to call the police for further advice, which should be followed (Explain that you are calling from a nursery and tell them how many children and adults are present)
- In case of any doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.

### **In the event of an armed or dangerous intruder entering the building**

- Debbie, Zoe or Lauren to call the police immediately (Explain that you are calling from a nursery, and tell them how many children and adults are present)
- Is there a safe route out? Can you get there without exposing yourself to greater danger? If the location of the intruder is known, and there is safe passage available out of the building, the children should be led, in SILENCE, out of the building away from the intruder. Be aware if there is more than one intruder in the building.
- Do not insist everyone leaves together - assess the safety of the exit route/location of room that YOU ARE IN.
- Leave all belongings behind, take only Emergency contact spreadsheet and mobile phone.

- Do not assemble close to the building - gather at safe place (Anchor Housing - 20 Village Way). Take advice from the police, if possible, when outside the building
- If there is no safe route - children and staff to stay in their respective rooms. Those in the garden to move quickly to exit the premises without entering the building, via the safest route.
- Close the doors and lie low, encourage children to lay under the tables, away from windows and doors.
- Lock / barricade yourself in.
- In case of any doubt, there should be no movement and wait for the police to arrive to contain and manage the situation.

## Child Protection Policy

### Safeguarding co-ordinator - Debbie White

It is your duty as an employee of Peter Pans Day Nursery to report to the safeguarding co-ordinator, any concerns that you have regarding other staff members and their behaviour with any child/children. If you have a concern it should be reported to the safeguarding co-ordinator and or manager of the nursery immediately. Any allegations against the management team should be made directly to Redbridge LADO (Local Authority Designated Officer) Helen Curtis on 020-87085350 or 07903 211521

All allegations made will be treated in the strictest confidence.

Do not make assumptions about whether the allegation is true or not.

Safeguarding the children in our care is a priority at all times and we will not tolerate any form of child abuse.

Failure by a member of staff to report an allegation will be taken seriously and will be dealt with as a disciplinary matter.

### Procedure to be followed in the event of a child protection / safeguarding allegation being made against a member of staff:

Procedure to be followed by staff:

- If any member of staff is made aware of an allegation or suitability of the staff member, they must inform the Managers or safeguarding co-ordinator immediately.
- If a member of staff has cause to suspect that a colleagues behaviour places a child at risk of harm, they must inform the Managers/3<sup>rd</sup> in Charge immediately.
- The person handling the allegation, namely the safeguarding co-ordinator (Debbie White, Zoe Frost or Lauren Polston.) will inform the Redbridge LADO (Helen Curtis) on 0208-708 5350 or 07903211521, immediately, on the same working day. They will ask for immediate advice and request a visit within 24 hours. Ofsted will also be informed that a complaint has been made (0300 123 1231).
- The manager or other designated person will be informed about the allegation in order that internal action can be planned as appropriate.
- The safeguarding co-ordinator will inform the member of staff against whom the allegation has been made that there has been an allegation lodged against them. They will discuss the situation and get as much information as possible. Every effort will be made to remove the member of staff to protect them and the children. They may be informed that they have to be suspended immediately until an investigation is completed. Also, that if the allegations are proved it may lead to immediate dismissal.
- The member of staff will be:
  - told where they can get support, e.g. Citizens advice Tel: 0208514 1878
  - Offered Counselling-given names and telephone numbers where they can access help.
- The safeguarding co-ordinator will inform the parents of the child or children involved that an allegation has been made. They will reassure the parents that the matter is being taken very seriously and will show them a copy of all procedures. They will ask them to keep this information confidential while the investigation takes place, and they will be assured that they will be kept up to date with proceedings and that contact will be made with them within 48 hours.



- The safeguarding co-ordinator will make a written report.
- The staff team will be told that the allegation is confidential and that under no circumstances must they divulge any details of the allegation or identify the children involved to anyone.
- When the investigation has been fully investigated both internally and by social services, appropriate action will be taken, and the staff member will be informed about the outcome.
- The welfare of the children in our care remains priority at all times.

Safeguarding the children in our care is a priority at all times. If you have any questions, please feel free to talk to the manager.

## PROCEDURE TO FOLLOW IN THE EVENT OF A CHILD REQUIRING HOSPITAL TREATMENT

1. Access the situation, i.e remove other children from the situation.
2. Administer first aid to the casualty.
3. Inform the Manager / deputy.
4. The manager / deputy shall then call 999.
5. The manager/ deputy to inform parents of incident and ask them to meet at either nursery or hospital, whichever is the closest.
6. Ensure that the child's records, along with any medication are accompanied with them to Hospital.
7. The child's Key worker should accompany them to hospital, unless a parent arrives before leaving for the hospital, in which case the parent will accompany them.
8. Manager to make risk assessment

**\*\*Manager to report to Ofsted in the below circumstances:**

- anything that requires resuscitation
- admittance to hospital for more than 24 hours
- a broken bone or fracture
- dislocation of any major joint, such as the shoulder, knee, hip or elbow
- any loss of consciousness
- severe breathing difficulties, including asphyxia
- anything leading to hypothermia or heat-induced illness

## The Prevent Strategy Policy

This policy is based on the Prevent strategy produced by the government in 2011, is part of an overall counter-terrorism strategy, **CONTEST**. The aim of the strategy is to reduce the threat to the UK from terrorism by stopping people becoming terrorists or supporting terrorism

There is a clear approach to implementing the Prevent duty and keeping children and learners safe from the dangers of radicalisation and extremism. At Peter Pans we tackle any instances of discrimination and aim to be alert to potential risks from radicalisation and extremism.

- **Extremism**
  - Vocal or active opposition to Fundamental British Values
- **Radicalisation**
  - The process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.
- **Terrorism**
  - An action that endangers or causes serious violence to a person/people; causes serious damage to property; or seriously interferes or disrupts an electronic system.

The promotion of equality, diversity and British values is at the heart of our work. It is demonstrated through all our practice.

Teaching British values means providing a curriculum which 'actively promote(s) the fundamental British values of **democracy**, the **rule of law**, **individual liberty**, and **mutual respect and tolerance of those with different faiths and beliefs**.

At Peter Pans we will assess each situation on an individual basis using the following guidelines:

- **Engagement**- Identifying patterns in behaviour that indicate a person is engaged in an ideology linked to terrorism e.g. accessing social networking sites
- **Intent**- Identifying whether the engagement of a person indicates radicalised behaviour or the intention to cause terrorist acts e.g. meeting with an extremist group
- **Capability**- Capability to cause harm e.g. setting fire to a place of worship

### Democracy: making decisions together

- focus on self-confidence and self-awareness (PSED)

Children:

- know their views count
- value each other's views
- talk about their feelings, or example when they do or do not need help.
- are involved in activities that involve turn-taking, sharing and collaboration.

### Rule of law: Understanding rules matters

- focus on managing feelings and behaviour (PSED)

Children:

- understand that we have to follow rules and that they are there for a reason.
- understand their own and others' behaviour and its consequences.

- learn to distinguish right from wrong.

#### Individual liberty:

Freedom for all

- focus on self-confidence & self-awareness (PSED) and people & communities (U+W)

Children:

- should develop a positive sense of themselves.
- should develop their self-knowledge, self-esteem and increase their confidence in their own abilities.
- should be able to reflect on their differences and understand we are free to have different opinions.

#### Mutual respect and tolerance:

Treat others as you want to be treated.

- focus on people & communities (U+W), managing feelings & behaviour and making relationships (PSED)

Children should:

- experience an ethos of inclusivity, appreciation, and respect where views, faiths, cultures, and races are valued.
- know about similarities and differences between themselves and others and among families, faiths, communities, cultures, and traditions.
- share and discuss practices, celebrations, and experiences.
- engage with the wider community.
- be able to challenge stereotypes.

British values are already embedded in our day-to-day work with the children. At Peter Pans we:

- teach the children more about the world in which they live and develop their understanding of life in modern Britain.
- teach our children that it is possible to live together peacefully, each of them a valuable part of our multicultural world.

The Channel program is part of Prevent - early intervention to protect and divert people away from the risk of being drawn into terrorist related activity. If we have a concern about a member of staff, child or family member we would make a referral:

- Call 101 or contact Prevent Officer on 020 87535727

All our staff are aware to look out for when we have reason to believe that a child in our care is being radicalized or they are in connection with someone else who is. The child's welfare is paramount, and we like other nurseries in Redbridge are obliged to follow set procedures when we are concerned about a child's welfare.

- If any member of staff has any concerns about a work colleague, family or child in our setting who we believe is at risk of radicalisation, they would report it to a manager/deputy who would then contact the Redbridge Prevent Coordinator (details as follows):

Tel: 020 8708 5971

Email: [prevent@redbridge.gov.uk](mailto:prevent@redbridge.gov.uk)

### Statement for the Prevent Duty

The provider, management and staff at Peter Pans Day Nursery understand and comply with the Counterterrorism and Security Act 2015, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty.

We are aware of the increased risk of online radicalisation, to radicalise young people, children and their families through the use of social media and the internet. As with managing other safeguarding risks, staff are alert to changes in behaviour which could indicate that colleagues, children and their families are in need of help or protection. Children and adults at risk of radicalisation may display different signs or seek to hide their views. Staff will use their professional judgement in identifying children and adults who might be at risk of radicalisation and act proportionately. Even very young children may be vulnerable to radicalisation by others, whether in the family or outside, and display concerning behaviour.

General safeguarding principles apply to keeping children safe from the risk of radicalisation as set out in the relevant statutory guidance, working together to safeguard children.

Online training is available for staff through Channel programme. In Redbridge, a Prevent Duty Officer is available for guidance and can be contacted:

Dial 020 8708 5971 or [prevent@redbridge.gov.uk](mailto:prevent@redbridge.gov.uk) and ask for the Prevent Duty Officer.

At Peter Pan's we understand that ICT, digital and mobile technology resources are now regarded as essential to support learning, teaching and personal and social development. They form part of an essential life skill. When using technology with young children and adults in their setting, professionals need to ensure that the resource is used safely and responsibly.

Why is internet use important?

- ♣ The internet can be used to support learning as well as for social and personal development activities. It can motivate, engage and develop self-esteem, confidence and as a tool for the development of social capital. It is now regarded as a necessary tool, in settings, for practitioners and children.

- ♣ Internet access is an entitlement for children and young people who show a responsible and age-appropriate approach to its use

- ♣ The internet is an essential element for education, business and social interaction.

Peter Pan's has a duty to provide children and young people with quality Internet access as part of their experience.

- ♣ The internet is part of everyday life. Knowledge and experience of information and communication technology (ICT) should be considered as essential. Developmentally appropriate access to computers and the internet in the early years contributes significantly to children and young people's enjoyment of learning and development.

- ♣ Children and young people learn most effectively where they are given managed access to computers and control of their own learning experiences; however, such use carries an element of risk. Early years practitioners, their managers, and volunteers, alongside parents and carers, should make children and young people aware of the potential risks associated with online technologies. This empowers them with the knowledge and skills to keep safe, without limiting their learning opportunities and experiences.

**How will internet use enhance learning and personal and social development?**

- ♣ Internet access for children and young people will be designed for educational aspects of social and developmental use and will include age appropriate filtering.

- ♣ Age-appropriate guidance about appropriate Internet use will be part of the support for children and young people

- ♣ All practitioners should guide children and young people in online activities that will support their developmental and learning outcomes.

**How will internet access be authorised?**

- ♣ All users of the internet will need to agree to responsible internet use

- ♣ For younger users, access to the internet will be closely supervised by an adult allowing access to specific and agreed sites only. Responsibilities The Designated Safeguarding Officer (Debbie White) is responsible for online safety, and manages the implementation of the Internet Policy.

The Senior Designated Person for Safeguarding will ensure:

- ♣ Day to day responsibility for online safety issues and as such will have a leading role in implementing, monitoring and reviewing the Internet Policy.

- ♣ All ICT users are aware of the procedures that must be followed in the event of a potentially unsafe or inappropriate online incident taking place.

- ♣ The recording, monitoring and filing of reports in the event of a potentially unsafe or inappropriate online incident. This should include the creation of an incident log which should be used to inform future online safety practice.

- ♣ All necessary actions are taken to minimize the risk of any identified unsafe or inappropriate online incidents reoccurring.

- ♣ Peter Pan's will work in partnership directly with parents/carers to ensure systems to protect children and young people are reviewed and improved.

- ♣ Senior practitioners will ensure that regular checks are made to ensure that the filtering methods selected are appropriate, effective and reasonable.

- ♣ Any material that the setting or organisation believes is illegal must be referred to the Internet Watch Foundation (<http://www.iwf.org.uk> )

### **How will the risks be assessed?**

- ♣ In common with other media such as magazines, books and DVDs, some material available via the Internet is unsuitable for children and young people. Peter Pan's will take all reasonable precautions to ensure that user's access only appropriate material.
- ♣ The senior practitioners for Peter Pan's will ensure that the Internet policy is implemented and compliance with the policy monitored.

### **How should website and social media content be managed?**

- ♣ Written permission from parents or carers will be obtained before photographs of children and young people under the age of 16 are published on the setting's web site/social media page.
- ♣ Full names of children and young people should not be used anywhere on the website, first names will only be used in association with photographs.
- ♣ Where audio and video are included the nature of the items uploaded will not include content that allows the children and young people, under the age of 16 to be identified.
- ♣ The manager will take overall editorial responsibility and ensure that content is accurate and appropriate.

### **Managing e-mails**

- ♣ Peter Pan's will promote safe use of e-communications to other practitioners, professionals, parents/carers, children and young people.
- ♣ E-mails sent to an external organisation should be written carefully and authorised before sending via e-mail, in the same way as a letter written on headed paper.

### **On-line communications and social networking**

- ♣ The Nursery mobile phone is used for outing purposes by Peter Pan's staff in case of an emergency.
- ♣ Nursery cameras are used by Peter Pan's staff only and do not leave the site.
- ♣ Parents, other staff members and older children will be asked not to use personal mobiles for calls or photographs whilst in the setting and provision will be made to safely store personal phones. (See mobile phone/camera/smart watches policy)
- ♣ Parents sign an agreement for every event they attend, that they will not add any photos taken onto any form of social media.
- ♣ Staff are advised not to accept invitations from parents to "friend" on social networking sites and to do so may put them in a difficult work position. We expect them to maintain a professional relationship with you that is not compromised by sharing information on a social networking site.
- ♣ Similarly, we would ask you not to post information on your site that could affect other families and their children from our childcare setting. This particularly would apply if children's names or photographs were to appear in the context of our setting. (See Facebook/Networking policy)
- ♣ We would always take legal advice if our setting were to be quoted in a defamatory way on a social networking site. Consulting with practitioners and their inclusion in the e-safety policy
- ♣ All practitioners should be consulted about the contents of this policy to ensure that the use of the internet and mobile technologies supports their work with children and young people in a safe environment.
- ♣ All staff must sign and follow the E-safety Agreement and if this is not adhered to then disciplinary action may be taken.

### **How will complaints be handled?**

- ♣ Responsibility for handling incidents will be delegated to the manager Lauren Polston
- ♣ Any complaint about practitioner misuse must be referred to Directors for Peter Pan's. This may include any allegations made outside of the setting.
- ♣ Parents and children and young people will need to work in partnership with practitioners to resolve issues should they arise.
- ♣ There may be occasions when the police must be contacted. Early contact could be made to establish the legal position and discuss strategies.
- ♣ If a serious allegation is made against a staff member, then Ofsted will be notified, and procedures outlined in the 'Safeguarding children and child protection' policy will be followed.

## Settling in Procedure

At Peter Pan's we understand that settling a child into nursery can be a very emotional time for both child and parent. A member of our office team will contact the child's parent/guardian to arrange the first settling session, on a date and time convenient for both parties.

You will then receive an email to confirm this along with a permission form for Tapestry. Once we have received the permission form back your child will be set up with a Tapestry account and parent/Guardian emailed a secure log in. Parent/Guardian must complete the "About me" form and can upload photo's/send memos to tell us what they would like us to know about their child.

When you arrive a member of staff will take you and your child into their room and introduce you to the staff members and especially your child's Key person. This is a designated person who will be looking after your child. A Key person system provides children with the opportunity to make attachments in a positive and affectionate way. Young children do not always have the language to express what they experience, especially babies, therefore the need for a key person is utmost.

We understand that this can be a very emotional time for all involved. Feel free to ask and tell your child's key person anything you may feel relevant and beneficial to help your child settle more easily.

On your child's first settle we will ask you to stay for an hour or so with your child for them to become familiar with the surroundings and the people in the room, as well as going through the "About me" which familiarizes the staff with your child's routine, likes/dislikes etc.

The office team will then arrange another settling session with you where we suggest you leave your child, just for one hour. Staff may suggest options of how this follow up sessions can be approached and will work alongside the parent to do what is best for each individual child. Certain approaches may pro-long the settling in process.

The amount of time that is spent settling differs from each child and this will be reflected within the arrangements that we make with you for follow up sessions. Once your child is adjusting to the nurseries routines the sessions will increase in duration over a period, to also include a meal and a sleep.

We will arrange where possible, always maintaining child ratios, to bring your child in regularly over a two/three-week period as continuity is an essential part of the settling in process. Settling sessions may continue after this two/three-week period depending on the individual. Pre-arranged start dates can be delayed continuing the settling in process and only once the child has settled may the child be left for longer periods and begin their full day sessions.

Please be assured that your child will receive lots of cuddles and attention if they are upset and we will do our utmost to ensure they settle in easily and as quickly as possible.

All children are individuals, and some may take longer than others. Please feel free to telephone or speak to us in person as often as you like during the day to see how your child is progressing and to discuss anything else relating to the nursery.

We do not encourage children to bring toys into the nursery once they are settled. However, if your child has a special comfort toy or blanket, etc, which you think would help them to settle better and feel more secure, they are welcome to bring it into the nursery.



## Sickness Policy

All children should be kept away from nursery at the first signs of being unwell.

If your child shows any signs of illness whilst at the nursery, we will do our utmost to contact the parent/guardian of that child. Should we be unable to reach the parent/guardian we will then attempt to contact the child's emergency contact, which has been given on the child's application form.

You may then be asked to collect your child from the nursery and to seek medical advice.

Please would you ensure that the contact details that we hold for you are kept up to date.

All children that are sent home from nursery due to illness will need a diagnosis from their GP prior to them returning to nursery.

Children displaying a temperature of 37.7 or above should be kept away from nursery and we advise they been seen by a medical professional. They can return to the setting once they are no longer displaying a temperature and are well in themselves.

### MEDICATION

Written consent will be required for all medication.

We will be administering Calpol or Nurofen for pain relief or teething **ONLY** where a temperature of 37.7 or above is **NOT** displayed.

Teething gel's/powders will be administered during a child's time at nursery if it is required. All medication is to be supplied clearly marked with your child's name and will be kept in the medication cupboard in your child's room. Written consent is required to administer any medication. The medication book should be completed every morning the medication is required. The information required in the medication book is:

Childs Full Name

Date of Birth

Name of Medication

Dosage of medication

Times to be administered.

We will administer any medication that has been prescribed by your GP, Nurse, Pharmacist or Dentist providing we have received an email with the above information.

You must ensure that any prescribed medication has your child's name on it and not that of an older/younger sibling. Prescription medication should show the dispensing label, clearly showing the child's name and directions for administration. The medication book again should be completed every morning the medication is required. Children under the age of 16 years will not be given any medication that contains aspirin unless it has been prescribed for that child by the doctor.

If your child has been given prescribed medication, following a GP consultation the child must be kept off of nursery and cannot return to the setting until 48 hours following the 1<sup>st</sup> dose of antibiotics, providing they are well enough in themselves. Therefore, if a parent chooses not to collect the antibiotics immediately following the GP consultation, this could result in the child being off of nursery for a prolonged period.

If a child is brought back in before this 48-hour period, then we have the right to send them home in order to follow our policies and procedures and to prevent cross-infection.

We will inform via e-mail of any reoccurring infections in the nursery.

We are also required to notify Ofsted and the Health Protection Agency of any notifiable and communicable diseases that have been identified. This may be prior to advising parents, as special control measures and guidance may be required, which we can gain from the Health Protection Agency.

Children who are unwell for any reason, including communicable diseases should not be at nursery. Once they are better, they can return to nursery unless they pose a risk to other children or staff.

### Blanket Consent Medication:

At the nurseries discretion we will allow blanket consent for some medication e.g. asthma pump, epi-pen, antihistamines, prescribed creams and teething powders/gels. An email or letter should be sent to the nursery prior to the child started stating:

Childs Full Name

Date of Birth

Name of Medication

Dosage of medication

Times to be administered

Permission given to administer in the even of an emergency.  
This will be kept in the child's file in the office.

#### Chicken Pox

If your child develops chicken pox, they must stay away from nursery until all spots are dried and scabbed over. We also require the child to be well in themselves, without the need of Calpol or Nurofen.

#### Hand Foot and Mouth

Should your child contract Hand Foot and Mouth, we ask you to keep your child away from nursery if they require pain relief or calpol to reduce their temperature. We require the child to be well in themselves, without needing any medication.

#### Conjunctivitis

If your child has conjunctivitis, we ask them to remain away from nursery until their eyes are clear from any gunk or discharge - this is to stop the spread of the disease.

#### Sickness and Diarrhoea

Children who are sent home from nursery with diarrhoea and/or vomiting should not return until 48 hours have elapsed, and they have eaten a full proper meal, followed by no loose bowel movements or sickness.

### Aims

Peter Pan's Day Nursery ensures that all children attending the Early Years Foundation Stage have a personal Learning Journey which records photos, observations, and comments, in line with the statutory Early Years Foundation Stage curriculum. This is to build up a record of each child's achievements during their time with us. It will also show children's developmental progress through the different age bands of the EYFS.

### EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
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At Peter Pan's we use the secure on-line system Tapestry which allows staff and parents to access the information via a personal password protected login. Whilst the children have a key person all staff are encouraged to capture observations for all the children in the same room.

Staff access allows input of new observations and photos or amendment of existing observations and photos.

Parent access allows input of new observations and photos or the addition of comments on existing observations and photos.

Observations input into the Tapestry system are monitored by a senior member of staff. Parent access allows them to comment (or reply) to observations that staff have input, as well as adding their own observations and photos or videos. Parents logging into the system are only able to see their own child's Learning Journey.

As part of our Internet Safety/Acceptable Use Policy parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journeys, and to protect images of other children that may appear in any photos contained in their child's Learning Journey. This is separate from our photography and use of images consent form as the information is not accessible without a personal log-in. Before accessing the system parents have to sign to agree not to download and share and information on any other online platforms or social networking sites, such as Facebook, Twitter, Instagram.

Tapestry provides a fantastic tool for capturing and sharing information between parents and the school. However, it is not used as a way of sharing general information. Each child's Learning Journal is a document that records their learning and development which the parents can add to contributing information that children have been doing at home. Discussions regarding general progress and development are done face-to-face with parents/carers via zoom/facetime. Observations will be uploaded by members of staff and are monitored by senior staff.

### **Safe Use Agreement**

- Staff should log out of Tapestry app / programme when they have finished in order to maintain confidentiality.
- Staff must not share log in or password details with anyone not employed by Peter Pan's Day Nursery
- Staff should not share any information or photographs relating to children with any person not employed by Peter Pan's Day Nursery.
- Staff will take all responsible steps to ensure the safe keeping of any portable devices. E.g tablets that they are using and report any missing devices. Devices will be stored in a locked cabinet overnight.
- Staff must not access Tapestry on a private computer away from Peter Pan's Day Nursery Premises.
- Staff will delete photo's/video's off of the device once they have been uploaded to Tapestry.
- All entries on Tapestry must be appropriate and relevant.
- All entries on Tapestry remain the property of Peter Pan's Day Nursery.
- At all times staff must comply with the Child Protection / Safeguarding policies of the nursery and Internet Safety policies.

Note - Should we find parents / carers using Tapestry inappropriately their access will be terminated.

### **Related policies**

Child Protection and Safeguarding Policy  
Staff Code of Conduct

Teaching and Learning Policy  
Internet Safety/Acceptable Use Policy

## Allergy Policy

At Peter Pan's Day Nursery, we are aware that children can have allergies which may cause allergic reactions. We will follow this policy to ensure allergic reactions are minimised or where possible prevented and staff are fully aware of how to support a child who may be having an allergic reaction.

- Staff will be made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis.
- Information will be passed on by parents from the registration form regarding allergic reactions and allergies and must be shared with all staff in the nursery.
- An allergy register will be kept in the manager's office, kitchen & all playrooms.
- The nursery manager must carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery. The information must then be shared with all staff.
- All food prepared for a child with a specific allergy will be prepared in an area where there is no chance of contamination and served on equipment that has been cleaned and disinfected after each use.
- Parents providing their child's food, the office will make them aware of any allergens that they must avoid. We are a nut free nursery, so under no circumstances must any food brought onto our premises contain nuts.
- The manager, nursery cook, and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu.
- If a child has an allergic reaction to food, a bee sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment. Parents must be informed, and it must be recorded in the incident book.
- If this treatment requires specialist treatment, e.g., an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.
- A sick child above all needs their family; therefore, every effort should be made to contact a family member as soon as possible.
- If the allergic reaction is severe a member of staff will summon an ambulance immediately. We WILL NOT attempt to transport the sick/injured child in our own vehicles.
- Whilst waiting for the ambulance, we will contact the emergency contact 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 child's comforter.
- Staff must remain calm always; children who witness an allergic reaction may well be affected by it and may need lots of cuddles and reassurance.
- All incidents will be recorded, shared and signed by parents at the earliest opportunity.

## Room Transition Procedure

Throughout your child's time with us at Peter Pan's your child will transition through our playrooms, according to their age.

Michael's room	3 months - 2 years
Tinkerbell's room	20 months - 2 $\frac{1}{2}$ years
John's room	2 $\frac{1}{2}$ years - 3 years
Wendy's room	3 years - 5 years

During the calendar month before your child's birthday, they will begin settling sessions in their new room, allowing them to become familiar with their new carers and surroundings. You will be notified of your child's transition through memo on Tapestry or via an email from management. Should you have any questions with regards to your child's transition, please do not hesitate to contact a member of the team.

It is at the nursery discretion as to when your child moves rooms, this may be earlier than scheduled, but you as their parent/carer will always be involved in the decision making. The correct ratios for your child's age will always be adhered too should this happen.

Appropriate ratios are always kept during transitions, until your child is the at an age where ratios alter.

3:1	3 months - 2 years
4:1	2 years - 3 years
8:1	3 years - 5 years

## Whistleblowing policy

This policy applies to all employees and applies equally to those designated as casual, temporary, voluntary, or work experience students. As childcare provider's it is our individual responsibility to maintain the welfare of both the children and staff. It is our duty to express any concerns or issues to a senior member of staff as soon as we notice anything that could raise concern.

### What is whistleblowing?

Whistleblowing is a term used when someone who works in or for an organisation wishes to raise concerns about malpractice in the organisation. Whistleblowing encourages and enables staff to raise serious concerns within the nursery, rather than overlooking a problem or "blowing the whistle" outside.

The nursery is committed to the highest possible standards of openness, probity, and accountability.

Making a disclosure in the public interest (whistleblowing) is essential for keeping children safe in the setting and to ensure good quality practice across the setting.

This policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, to promote good governance and accountability in the public interest. The act covers behaviour that amounts to.

- A criminal offence
- Failure to comply with any legal obligation.
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Bullying, humiliation, discrimination, poor practice, unsafe practice, abuse or neglect
- Deliberate concealment of information about any of the above

### Aim of the policy

- To encourage you to feel confident in raising concerns and to question and act upon concerns and practice.
- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.

Peter Pan's Day Nursery recognises that the decision to report a concern can sometimes be a difficult one to make. If what you are saying is true, then you should have nothing to be worried about as you will be doing your duty to your employer and those for whom you provide a service.

Fear of getting information incorrect or being disbelieved may lead to concerns being ignored and an issue not raised.

Any employee or volunteer who, acting in good faith, wishes to raise such concern should normally report the matter to their supervisor or manager immediately.

Concerns will be investigated and resolved as quickly as possible. If an employee or volunteer feels that the matter cannot be discussed with the managers, then Ofsted can be contacted by email-

[whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk) or by phone on **0300 123 1231**

**Don't think "what if I'm wrong?". think. "what if I'm right?!"**

Peter Pan's Day Nursery will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith, that you will not suffer any personal detriment because of raising any genuine concern about misconduct or malpractice within the setting.



## Attendance Policy

We at Peter Pan's Day Nursery believe that regular attendance is the key to enabling children to maximize the learning opportunities available to them. Helping them to become emotionally resilient, confident and competent adults who are able to realize their full potential and make a positive contribution to their community. Although we recognise that attending nursery is not statutory, we believe good attendance is essential if children are to be settled and take full advantage of the learning and development opportunities available to them. At a young age, continuity and consistency are important contributors to a child's well-being and progress. We also believe that a good attendance routine at nursery sets the pattern for when they move into Foundation stage and their school journey begins.

Our Attendance Policy aims are:

1. To create a culture where good attendance is 'normality' and valued.
2. To ensure that all of our children are able to achieve their maximum potential, academically, physically, socially and emotionally.
3. To be consistent in the implementation of our policy and procedures.

Promoting Regular Attendance Peter Pan's Day Nursery values all children. As set out in this policy we will work with families to identify the barriers to achieving and maintaining excellent attendance and offer the right service at the right time to try to resolve any difficulties.

We recognise the connections between attendance, attainment, safeguarding and wellbeing. The Manager's will monitor attendance and use attendance data to identify any patterns of concern.

Attendance concerns will be raised with parents if the reasons are not known by the school / nursery.

To support good attendance, and safeguarding, at Peter Pan's we:

- Ensure the nursery is welcoming and every child feels a sense of belonging and connectedness.
- Ensure the nursery is open at the stated times.
- Ensure the regular, efficient, and accurate recording of attendance is completed by the nursery staff each day. This further supports our approach to safeguarding within the nursery.
- Ensure all nursery closure dates displayed on the weekly newsletter website.

Safeguarding is taken seriously, and we will always contact you if you have not contacted us regarding your child's absence. Peter Pan's Day Nursery will always work in partnership with our parents and recognizes that poor attendance may be an indication of difficulties in a child's life and their lived experience. This may be related to problems at home or in nursery. Parents/carers should inform the nursery of any difficulties or changes in circumstances that may affect their child's attendance and or behaviour in nursery, for example, bereavement, divorce/separation, incidents of domestic abuse. This will help the nursery to identify any additional early help that may be required. Safeguarding is a priority, concerns for any child at any time will be reported to the Designated Senior Leads for Child Protection Debbie, Lauren or Zoe. We will always follow Keeping Children Safe in Education 2022 and our Child Protection Policy. Some children are more likely to require additional support to attain good attendance, for example, children who are vulnerable, have a medical need or EHCP plan will be monitored and supported in the nursery.

At Peter Pan's we will proactively identify and follow up on a child's non-attendance and gather information about the child.

### Procedures:

It is the responsibility of the parent/carer to notify the nursery either by phone, email or Tapestry if their child will be absent for any reason e.g. illness, holiday, etc. If you know holidays in advance it is greatly appreciated to let us know these. If we haven't heard from you a member of staff will contact you by telephone to ascertain the reason for absence. If we cannot reach you, we will leave a message and send an email. We will also keep a record of non-attendance and of our contact attempts. On file, emergency numbers will also be contact on the day of absence if we have no response from parents/carers. If there is no response within 48

hours we will complete a home visit. If necessary, an appointment will be made with a nursery manager to discuss the matter. If contact cannot be made through phone calls and home visits, we do have a duty of care and therefore may refer to outside agencies based on safeguarding concerns. If after one month the child has not attended nursery and a reasonable reason has not been shared, the child's name will be removed from the Nursery register and the place allocated to another child on the waiting list. If you claim funding, long or regular absences may affect your entitlement. We would need to contact the local authority. We would notify you when we have done this. If a child is absent from nursery the parent / carer (or other adult living at the premises) must follow these procedures:

- Contact the nursery on the first day of absence before 8:30am.
- Contact the nursery on every further day of absence, again before 8:30am