



## Parents Policies and Procedures

**Bizzi Day Nurseries Limited**  
**Company Number: 08113225**

## **Equality and diversity Policy**

Bizzi-Day Nurseries is committed to providing equality of opportunity and anti-discriminatory practice for all children and families in accordance with the Race Relations (Amendment) Act (2000).

We aim to provide high quality childcare and education in an environment that is Safe and stimulating, a place where children have opportunities to learn and develop through play, and one that is free from prejudice, discrimination and fear, in which all children and their families feel accepted, respected and valued.

### **Aims**

We aim to:

- Recognise that all children are different and aim to identify how best to support each child and their family.
- Value the contributions that all children and their families can bring.
- Actively promote anti-discriminatory practice to build an inclusive environment where every child matters and can fulfill their potential.
- Continually reflect on our practice and increase our knowledge around equality issues.
- Provide an inclusive environment recognising that as individuals, both children and adults require some form of support. However, we recognise that, for some, this may be specific and sometimes require the help of outside agencies.
- Adhere to relevant legislation to ensure equality in the service we provide.

### **Employment**

- Bizzi-Day Nurseries strives to find the best candidate for every job vacancy, regardless
- of race, religion, home language, family background, gender or disability and/or learning difficulty.
- Positions are advertised widely in the local community.
- All applicants are assessed against the same criteria.
- Each position is offered to the applicant that best meets the criteria for the post.
- As our work with children requires staff to undertake a Criminal Records Bureau (CRB) Disclosure, we would encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. Having a criminal record will not necessarily bar them from working with us. This will depend upon the nature of the offence and when it occurred. We will take guidance from the Rehabilitation of Offenders Act 1974 and from the CSSIW when making an employment decision. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- We follow the CRB Code of Practice when handling and storing all confidential information.

### **Staff**

- Bizzi-Day Nurseries is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age or physical/mental disability.
- The management team of the setting leads and promotes good practice in our setting according to our Equality and Diversity Policy.
- All staff members have knowledge of our Equality and Diversity Policy and they share the responsibility of ensuring that we provide a fully inclusive service for children and their families. They recognise the importance of their role in promoting equality and challenging discrimination.
- We seek out on-going training/professional development opportunities for staff to enable them to keep up-to-date with new developments, current research and appropriate practice.

## **Admissions**

- Our nurseries are open to all members of the community.
- We base our admissions policy on a fair system. We never discriminate against a child or their family, or prevent entry to our setting, on the basis of race, religion, home language, family background, gender, disability or learning difficulty.
- We gather full and accurate information about all children before they start at the nursery to ensure that we can meet their needs to the best of our ability. This is done through our child's information page in our registration form, and liaison between parent, carers and staff during the child's settling-in sessions.
- We work closely with specialist organisations to provide support (bilingual) for those children who have English as a second language.

## **Environment and Resources**

- We aim to provide a secure environment in which all children can flourish and in which all contributions are valued.
- We provide resources that give a balanced view of the world and an appreciation of the rich diversity of our society.
- We encourage children through play equipment and activities that explore, acknowledge and value similarities and differences between them selves and others.
- Our physical resources take into account children's size, height and physical needs, e.g. we have child-sized tables and chairs and washbasins at their level.
- We use Makaton signing throughout the setting and visual timetables in the units to support children's communication, including children with English as an additional language.
- We work with professionals from outside agencies to provide a multi-agency network of support for children and their families.

In addition, the nursery is committed to involving children in decisions that affect them. We will consult with them, listen to their responses, acknowledge their views, act accordingly and provide them with feedback.

## **The Early Years Foundation Phase Framework**

- We ensure that all children have the opportunity to experience a challenging and enjoyable program of learning and development.
- We respect each child's personal learning journey, and encourage each child to recognize their own unique qualities and characteristics.
- We provide activities and experiences for the children, which celebrate diversity.
- Our observation, assessment and planning process allows for the key person to plan for each child's individual needs when appropriate.
- We work within the EYFS Framework to provide activities and experiences for each child, which are appropriate to their age, stages of development and levels of understanding.
- We differentiate activities and experiences to suit children's individual needs to ensure that all children can participate in them, including children with Special Educational Needs.
- We plan opportunities that build on and extend all children's knowledge, experiences, interests, and skills and develop their self-esteem and confidence in their ability to learn.

## **Inclusive Practice**

- All staff members share the responsibility of ensuring that we provide a fully inclusive service for children, their parents, carers and their families.
- When starting at the nursery, all children are appointed a Key Person who will liaise with parents/carers and families to identify children's individual needs and requirements to ensure that we are providing a fully inclusive service for each and every child.
- We will identify and provide additional resources and support for individual children, where needed.

- Safety in nursery - we aim to be fully aware of special arrangements that may be necessary to ensure that children with disabilities or learning difficulties are fully included in all activities planned for children.
- We obtain 'safety' words (e.g. 'stop', 'hot', 'fire') from parents/carers of children with an additional language that can be used to safeguard children and prevent accidents.
- Outings- staff will make arrangements to include all children on outings, taking into account individual/ special needs e.g. one-to-one care for the duration of the outing.

### **Working with Parents and Carers**

- We aim to include and value the contribution of all families to our understanding of equality and diversity.
- We ensure that our parents/ carers have access to our Equality and Diversity policy by making it available to them when they register their child in the setting
- We value the contribution that parents can make to the setting and aim to make all parents feel welcome to share in the daily life of the nursery.
- We ask parents to contribute by suggesting new ideas for activities. We provide a suggestion book for both units for parents to have their say.
- We encourage parents/carers to become actively involved in the life of the nursery, for example assisting on outings, providing resources and leading/assisting activities for the children.

### **Discriminatory remarks or behaviour**

- We take all incidents of discrimination very seriously and aim to challenge, overt prejudice and discrimination when it occurs, in a way that is sensitive and constructive.
- As a staff team we aim to recognise and examine our own beliefs and prejudices in relation to our own practice.
- We would fully support any child, member of staff or parent who encountered discrimination or harassment, in a sensitive and constructive manner.

### **Action to be taken in case of discrimination**

- Any concerns of discrimination should be reported to the manager in the first instance.
- The concern may be raised to the directors if special conditions exist.
- The management team will consider whether discrimination has occurred and agree on appropriate actions and response. The response will be made in writing to the person raising the concern.
- Actions will be implemented and monitored as appropriate.
- A report will be produced detailing the incident and recording any actions or outcome, and where appropriate other agencies will be informed.

### **Relevant Legislation:**

- Race Relations Act 1976 and Race Relations (Amendment) Act 2000
- The Children's Act 1989
- The Disability Discrimination Act 1995 ( and the amendment Regulations 2003)
- The Sex Discrimination Act (SDA) 1975 (amended 1986)
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion or Belief) Regulations 2003
- The Employment Equality (Age) Regulations 2006

### **Monitoring and Reviewing the Policy**

- The effectiveness of this policy is monitored by the management of the setting.
- This policy will be reviewed annually or as and when required.
- Views of the whole staff team and parents/carers are taken into consideration when reviewing the policy.

## **Equal Opportunities Policy Statement**

Bizzi-Day Nurseries Limited is committed to equal opportunities in the recruitment, promotion, training, pay and treatment of all staff and in its commitment to the care of all children under its supervision. This means that all job applicants, employees and children will receive equal treatment regardless of race, colour, religion, culture, ethnic or national origin, gender, marital status, sexual orientation, disability or age, direct or indirect discrimination, abuse and harassment in all their forms will not be tolerated. It is in the interests of Bizzi-Day that all concerned with the nursery be treated equally.

### **Admission**

No child will be refused admission to Bizzi-Day on the grounds of colour, religion, ethnic or national origin, gender or disability.

At Bizzi-Day Nurseries Limited we offer opportunities for every child. We offer play activities and resources that allow children to experience and explore many cultures and traditions.

### **Disciplinary and grievance procedures**

Acts of discrimination, abuse and harassment on the grounds of race, colour, religion, ethnic or national origin, sex, marital status, sexual orientation, disability or age by staff or members of the management team will be considered acts of gross misconduct and will result in disciplinary action, which may include immediate dismissal without notice.

### **Complaints**

If any parent or member of staff considers that there has been any discrimination against a child, member of staff, parent or visitor they are encouraged to follow the process for complaints set out in the Complaints Procedure.

## **Policy for the Prevention of Extremism and Radicalisation**

Bizzi Day Nurseries LTD is fully committed to safeguarding and promoting the welfare of all children in its care. We recognise that safeguarding against radicalisation and extremism is no different to safeguarding against any other vulnerability in today's society.

Our Nursery fully recognises the contribution it can make to promoting the welfare of children and protecting them from harm.

This policy sets out our procedures to protect vulnerable children from being radicalised or exposed to extremist views. The elements of our policy are prevention, protection and support.

### **At Bizzi Day Nurseries, we will ensure that:**

All staff, students and volunteers have an understanding of what radicalisation and extremism is and why we need to be vigilant. They will have training to enable them to tackle extremism and radicalisation and also on how to respond when concerns arise.

Through our curriculum, we will promote the spiritual, moral, social and cultural development of children. Parents/carers will know that the Nursery has policies in place to keep their children safe from harm and that we regularly review these systems to ensure they are appropriate and effective.

### **Responsibility**

It is the responsibility of the manager and every member of staff, volunteer and regular visitor to our nursery to ensure that they carry out the requirements of these policies and procedures and, at all times, work in a way that will safeguard and promote the welfare of all of the children in their care.

The Manager will ensure that the policy and procedures are reviewed annually alongside our Safeguarding & Child Protection Policy.

All staff undertake appropriate training that equips them with the skills to identify and respond appropriately to concerns regarding extremism and radicalisation.

The Manager and or Designated Safeguarding officer will assess the risk of children being drawn into extremist views.

A broad curriculum is in place to deliver the spiritual, moral, social and cultural development of children. Appropriate safeguarding arrangements are in place by working in partnership with other agencies and communities as required.

Through training, we will ensure that all of our staff are made fully aware of the threats, risks and vulnerabilities that are linked to radicalisation. Staff will be able to identify children at risk of being drawn into extremism and develop the confidence to challenge extremist ideas. All staff will understand how we can provide support to ensure that our children are resilient and supported to resist involvement in radical or extreme activities.

The Nursery will provide children with a broad and balanced curriculum and promote the spiritual, moral, social and cultural development of all the children in our care. Children will be encouraged to regard people of all faiths, races and cultures with respect and tolerance.

### **Through our curriculum we will aim to:**

- enable children to develop their self-knowledge, self-esteem and self- confidence
- enable children to distinguish right from wrong and to respect the civil and criminal law of Wales
- encourage children to accept responsibility for their behaviour, show initiative, and to understand how they can contribute positively to the lives of those living and working in the locality of their home and nursery and to society more widely
- enable children to acquire a broad general knowledge of and respect for public institutions and services in Wales
- further tolerance and harmony between different cultural traditions by enabling children to acquire an appreciation of and respect for their own and other cultures
- encourage respect for other people
- encourage respect for democracy and support for participation in the democratic processes, including respect for the basis on which the law is made and applied in Wales.

We will achieve this by following a broad and balanced curriculum and also by using external agencies and speakers that can play a part in enhancing the learning experiences of our children.

Where we use external agencies and individuals in this way, we will positively vet them to ensure that their messages are consistent with, and not in opposition to, the nurseries values and ethos. We will assess the suitability and effectiveness of input from external agencies or individuals to ensure that:

- Any messages communicated to children are consistent with the ethos of the nursery and do not marginalise any communities, groups or individuals
- Any messages do not seek to glorify criminal activity or violent extremism or seek to radicalise children through extreme or narrow views of faith, religion or culture or other ideologies
- Activities are properly embedded in the curriculum and clearly mapped to schemes of work to avoid contradictory messages or duplication
- Activities are matched to the needs of the children
- Activities are carefully evaluated by management to ensure that they are effective.

Any external agencies will be provided with a copy of our safeguarding procedures on arrival at the Nursery and will be appropriately supervised at all times.

### **Procedure for managing concerns**

Bizzi Day Nurseries Ltd adheres to the procedures that have been agreed locally through the local Children's Safeguarding Board for safeguarding individuals vulnerable to extremism and radicalisation. Please also refer to our Safeguarding & Child Protection Policy for further information about our wider safeguarding responsibilities.

We recognise that staff at our nursery play a particularly important role as they are in a position to identify concerns early and provide help for children to prevent concerns from escalating. All staff are advised to maintain an attitude of 'it could happen here' where safeguarding is concerned and this includes vulnerability to radicalisation.

At all times we will work in partnership and endeavour to establish effective working relationships with parents, carers and colleagues from other agencies in line with Working Together to Safeguard Children (2015).

The Designated Safeguarding Officer should be used as a first point of contact any safeguarding concerns in the nursery. Any member of staff or visitor to the school who receives a disclosure of or suspects that a child is at risk of radicalisation must report it immediately to the Safeguarding Officer or, if unavailable, to the alternate designated person. In the absence of either of the above, the matter should be brought to the attention of the most senior member of staff.

Following receipt of any information raising concern about vulnerability to radicalisation, the Safeguarding Officer will consider what action to take and will follow the Local Authorities procedures in making a referral. All information and actions taken, including the reasons for any decisions made, will be fully documented.

If an allegation is made or information is received about an adult who works in our setting which indicates that they may be unsuitable to work with children because of concerns relating to extremism and radicalisation, the member of staff receiving the information should inform Management immediately in line with the procedures outlined in our Safeguarding Policy and the Whistle blowing Policy.

### **Relevant Policies**

To underpin the values and ethos of our Nursery and our intent to ensure that pupils at our Nursery are appropriately safeguarded, the following policies should be read in conjunction with this policy:

Safeguarding Child Protection Policy  
 Anti-Bullying policy  
 Equalities and Diversity  
 Health and Safety including site security  
 Whistle-blowing

This policy has been devised in accordance with the following legislation and local and national guidance:

Local Authority Procedures  
 The Counter-Terrorism & Security Act 2015  
 Prevent Duty Guidance: for England & Wales', HM Government (2015) Promoting fundamental British values as part of SMSC in schools  
 Keeping Children Safe in Education', DfE (2015)  
 Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children', DfE (2015)  
 Information Sharing: Advice for practitioners', DfE (March 2015)

## Glossary of Terms

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‘Extremism’ is defined in the 2011 Prevent Strategy as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism calls for the death of members of our armed forces, whether in this country or overseas.

‘Non-violent extremism’ is extremism, as defined above, which is not accompanied by violence.

‘Prevention’ in the context of the Prevent duty means reducing or eliminating the risk of individuals becoming involved in terrorism. Prevent includes but is not confined to the identification and referral of those at risk of being drawn into terrorism into appropriate interventions. These interventions aim to divert vulnerable people from radicalisation.

‘Radicalisation’ refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. The current UK definition of ‘terrorism’ is given in the Terrorism Act 2000 (TACT 2000). In summary this defines terrorism as 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 use or threat must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause. ‘Terrorist-related offences’ are those (such as murder) which are not offences in terrorist legislation, but which are judged to be committed in relation to terrorism.

‘Vulnerability’ describes the condition of being capable of being injured; difficult to defend; open to moral or ideological attack. Within Prevent, the word describes factors and characteristics associated with being susceptible to radicalisation. 1 Taken from Prevent Duty Guidance: England & Wales, HM Government 2015 10

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Warning Signs/Indicators of Concern There is no such thing as a “typical extremist”: those who become involved in extremist actions come from a range of backgrounds and experiences, and most individuals, even those who hold radical views, do not become involved in violent extremist activity. Children may become susceptible to radicalisation through a range of social, personal and environmental factors. It is vital that nursery staff are able to recognise those vulnerabilities. However, this list is not exhaustive, nor does it mean that all young people experiencing the above are at risk of radicalisation for the purposes of violent extremism. Factors which may make children more vulnerable may include:

Identity Crisis: the child is distanced from their cultural/religious heritage and experiences discomfort about their place in society.

Personal Crisis: the child may be experiencing family tensions; a sense of isolation; low self-esteem; they may have dissociated from their existing friendship group and become involved with a new and different group of friends; they may be searching for answers to questions about identity, faith and belonging.

Personal Circumstances: migration; local community tensions and events affecting the child’s country or region of origin may contribute to a sense of grievance that is triggered by personal experience of racism or discrimination or aspects of Government policy.

Unmet Aspirations: the child may have perceptions of injustice; a feeling of failure; rejection of civic life.

Experiences of Criminality: involvement with criminal groups, imprisonment, poor resettlement or reintegration.

Special Educational Need: children may experience difficulties with social interaction, empathy with others, understanding the consequences of their actions and awareness of the motivations of others. Children who are vulnerable to radicalisation may also be experiencing:

- Substance and alcohol misuse
- Peer pressure
- Influence from older people or via the Internet
- Bullying
- Domestic violence
- Race/hate crime Behaviours which may indicate a child is at risk of being radicalised or exposed to extremist views could include:

Being in contact with extremist recruiters and/or spending increasing time in the company of other suspected extremists;  
Loss of interest in other friends and activities not associated with the extremist ideology, group or cause;  
Children accessing extremist material online, including through social networking sites;  
Possessing or accessing materials or symbols associated with an extremist cause;  
Using extremist narratives and a global ideology to explain personal disadvantage;  
Children voicing opinions drawn from extremist ideologies and narratives, this may include justifying the use of violence to solve societal issues;  
Graffiti symbols, writing or art work promoting extremist messages or images;  
Significant changes to appearance and/or behaviour increasingly centred on an extremist ideology, group or cause;  
Changing their style of dress or personal appearance to accord with the group;  
Attempts to recruit others to the group/cause;  
Using insulting to derogatory names for another group;  
Increase in prejudice-related incidents committed by that person – these may include:  
physical or verbal assault  
provocative behaviour  
damage to property  
derogatory name calling  
possession of prejudice-related materials  
prejudice related ridicule or name calling  
inappropriate forms of address  
refusal to co-operate  
attempts to recruit to prejudice-related organisations  
condoning or supporting violence towards others.

Parental reports of changes in behaviour, friendship or actions and requests for assistance;  
Other local Nurseries, schools or local authority services, and police reports of issues affecting pupils in other settings.

This policy is provided to parents in their information pack.

The policy is provided to all staff and should be read in conjunction with the following policies:

Safeguarding & Child Protection Policy  
Equality and diversity Policy  
Anti-Bullying Policy  
Health and Safety Policy  
Staff Code of Conduct  
Whistle-blowing Policy

This policy is reviewed in full by the Manager on an annual basis as part of the review of the Safeguarding & Child Protection Policy.

## Fire safety policy

- The Nursery building is a two-storey building. The ground floor has two fire exits, one off the main hall way and the other off main baby room. There are fire drill procedures displayed in all rooms of nursery.
- The building has an advanced level 2 fire alarm detection system installed. The building has smoke detectors in all rooms, excluding staff toilets and children's toilets and store room. Annual maintenance checks are carried out on the fire alarm system.
- The building has emergency lighting and emergency signs directing persons to nearest fire exits. Management carry out daily visual inspections and also monthly tests on the emergency lighting. Two annual maintenance checks are also carried out.
- There are call points situated at both fire exits, in fire-protected area on landing and also in children's room on first floor. Management carry out weekly checks on the call points. An annual maintenance check is also carried out
- There are fire doors in every room on ground floor and on first floor. These doors will hold a fire back for up to thirty minutes.
- On the ground floor there are 2 fire extinguishers in the main lobby one CO2 and one foam and there is a foam extinguisher in the main baby unit.
- On the first floor there are 2 fire extinguishers on the landing one CO2 and one foam.
- In the kitchen there is a CO2 fire extinguisher and a fire blanket.
- All fire-fighting equipment is tested annually.
- The Nursery has a **No Smoking** policy.
- Visitors are asked to sign visitors book on entry and exit of the building.
- All children and staff are entered into the register on arrival and entered out on departure.
- Fire drills are carried out once every 6 months. A fake fire is placed in a room. Whoever finds it shouts, "fake fire!" and blows the whistle. All children and adults are evacuated using the nearest fire exit and taken to the assembly point in the car park at the side of unit 28. A detailed record is kept of the fire drill.
- Fire duty officer for ground floor to look at fire alarm panel to detect where fire has started and notify first floor fire officer.
- All persons on ground floor to evacuate building using nearest fire exit
- If fire occurs on first floor persons to evacuate building using nearest fire exit using stairs
- If a fire occurs on the first floor landing, and access to fire exit is obstructed then all persons to move to furthest point of the first floor away from the fire.
- If fire is small enough to contain, then duty fire officer to use extinguisher to put out fire. (Fire extinguisher to be used only when fire escape is obstructed by fire. If not able to contain fire in fire escape route then all persons to stay at furthest point until fire brigade arrives.
- The fire alarm system is serviced every year (BS5839 PART 1 2002)
- All staff upon recruitment will have fire safety training. Training is refreshed annually to remind staff of fire safety procedures.
- Lift will not be used in a fire situation.
- In an emergency situation the special needs co-ordinator will help any special needs persons.
- Fire evacuation trolley to be used for babies.
- In the event of a fire occurring on upstairs landing all children, staff, visitors should gather at furthest point of the upstairs. The furthest point is the quiet room.
- There are two fire doors between the kitchen and the landing, which should hold back the fire for up to 1 hour.
- If fire is small enough to control then duty fire officer to extinguish fire and Deputy fire officer to call fire brigade.
- If fire is out of control then persons are to stay in Quiet room and wait for the fire brigade to arrive.
- Fire office check upstairs to ensure every body is out of the building. Lower floor Fire officer to evacuate children and carers from building and check that all persons have been evacuated from lower level.
- Fire officers and the special needs coordinator for each day are marked on white boards in each unit. In the event of bad weather, and for the safety of the children, all children are to be taken from assembly point to the training centre until their carers can collect them.

### **Fire drill procedure**

- At all times keep fire exits unlocked and unobstructed.
- Fire exits must be clearly signed.
- Fire checks on fire equipment are carried out annually.
- Fire drills are carried out regularly.

### **Fire Action**

- Sound Alarm.
- Duty office dial's 999 for fire brigade, and collect mobile phone.
- Elected fire officer to evacuate all children, staff and visitors from their room via nearest fire exits and out of the building and report to the person in charge at the assembly point in car park at the side of unit 28. Special needs co-ordinator to evacuate special needs child. Babies to be evacuated using special six-berth evacuation cot.
- Staff to collect registers and contact numbers on exit.
- Duty officers check higher floor level for any persons left. Lower floor fire officer to check for any persons left in lower level and collect safety bag
- Close all doors.
- Check registers at assembly point.
- Account for all children, staff and visitors.
- Contact parents/Guardians
- Do not take risks.
- Do not use lift
- Do not collect personal belongings.
- Do not re-enter building.

### **No Smoking Policy**

The building and car park is a non-smoking area. There are non-smoking signs in the entrance hall.

## Health and Safety for Children

Under the Health and Safety at Work Act 1974, Bizzi-Day Nurseries Limited have a duty to ensure, so far as reasonably practicable, health, safety and welfare standards. The responsibility extends to management, members of staff, volunteers and anyone using the nursery.

- Activities should always be planned with an appropriate level of supervision.
- Premises and equipment must be regularly checked to ensure safety and cleanliness.
- Children must only participate in activities that are age appropriate, also can only use equipment that is appropriate to their age and ability.
- All play equipment must be British Standard approved and be checked daily for breakages, dirt etc.
- Any activity involving dangerous or potentially dangerous equipment (e.g. cooking, crafts) should have constant supervision.
- Children must be supervised whilst in high chairs and whilst sitting at tables during all meal times
- The children will never be left unsupervised in the nursery, its grounds or off-site.
- Electrical sockets must have safety caps.
- All safety gates must be closed at all times.
- All children to be strapped into highchairs using fixed harnesses.
- No child will be allowed to operate any electrical equipment.
- Dangerous substances must be kept out of reach of children.
- Hot water used by children must be thermostatically controlled and not exceed 100F/38C.
- Children must not be allowed near boiling kettles or hot equipment.
- Children must not bring any object to nursery that could cause harm to any other child. If a child is found in possession of any item which staff consider may be likely to harm others it will be confiscated and returned to the parent on collection.
- If necessary, all outside equipment must be securely fixed to the ground and surrounded by an impact-absorbing surface.
- Staff to supervise climbing frames and slides to ensure children are using them correctly
- The law on car safety, including insurance, must be adhered to e.g. car seats and seat belts to British Standard. Children must not be left alone in any vehicle. Appropriate seats and harnesses will be used in accordance with the age or weight of a child.
- In order that children's skin is protected against sun damage, parents must supply a high SPF sun cream and sun hats. Nursery staff will apply the cream when children are outdoors and ensure that sun hats are worn. Children are encouraged to play in the shaded areas of the garden.
- Dangerous behaviour by children will be discouraged at all times (see behaviour policy).
- Children under 2 years of age do not wear bobbles, elastic hair bands or hair grips/clips whilst they are in nursery.
- Children with a food allergy will have their own colour coded plate and bowl and will have a member of staff to monitor them whilst eating.
- All hard fruit and vegetables and cheese cubed for children's snacks will be cut up to the recommended size of a finger nail or a half an inch. All carrots to be blanched. This is to prevent choking.

## Electrical safety

It is the responsibility of management at the nursery to inspect appliances for loose wiring, faulty plugs etc, before using them. Electrical faults must be reported immediately to management. Faulty equipment will be removed from usage and clearly labelled as such. No one should attempt to repair the equipment themselves.

The following list shows examples of electrical faults:

- Equipment not working;

- Loose wiring;
  - Broken casing around wires or applications;
  - Electrical arcing (sparks);
  - Plugs becoming warm etc.
- All employees, whether paid or voluntary, have a responsibility to observe basic principles of electrical safety as well as inspecting appliances before use.
  - Ensure that hands are dry before using an electrical appliance.
  - Ensure that adequate instructions are obtained before using unfamiliar electrical equipment and comply with the manufacturer's instructions.
  - Leads should never be pulled to remove a plug or to lift or move an appliance.
  - Switch off at the mains, unplug and put away all electrical equipment (where appropriate) when not in use.
  - Adaptors are not to be used in the nursery.
  - Extension cables are only to be used after working hours and by professionals, and then these must be placed in such a way so not to cause a hazard to anyone else.
  - All electrical equipment will be maintained on an annual basis.
  - Water and electrical items do not come into contact and staff do not touch electrical items with wet hands.

### **Lifting and manual handling procedure**

The Nursery has a moral and legal responsibility to its employees paid or voluntary to reduce the risk of work associated back problems and other lifting and carrying injuries.

It is important to note that the handling of loads applies to lifting, lowering, carrying, pushing, pulling, holding or moving by bodily force any discreet moveable object including a person.

All employees at the nursery may, from time to time, need to lift or handle some objects and will have to lift children. Firstly consider whether it is necessary to lift the object, consider if there are any alternatives and if you are at all unsure do not attempt to lift. You are responsible for your own safety and for the safety of those you work with.

If you decide to proceed with the lifting activity the correct way to lift is as follows:

- Keep the back straight
- Place the feet slightly apart
- Grip firmly, with palms not fingertips
- Bend the knees, then lift slowly holding the object as close to your body as possible
- Do not twist the body during the lifting procedure.

### **Management is responsible at all times in making sure that:**

- The Nursery is safe and clean. All floors are mopped after all spillages or accidents and a wet floor sign is put in area as a warning until area is dry.
- All sand pits are covered when not in use.
- All equipment is safe and in good order and where appropriate will conform to British Standards, and is relevant to each age group.
- Employees have healthy working conditions, including good natural light, heating, adequate clean toilet facilities, and staff room/rest area.
- Training is provided to ensure that all staff are aware of the health and safety policy and their importance.
- At all times at least one person on each unit caring for the children have a current first aid qualification in first aid for infants and young children. In calculating the ratio of adults to children, the ratio of trained staff to children will never fall below 1:10
- All first aid qualifications are kept up to date
- All fixed installations and portable appliances are tested by a competent person on an annual basis and also visually checked on a regular basis and all findings recorded
- Regular risk assessments are carried out, and all records of any findings are recorded.
- That there are adequate provisions for fire prevention, and that all fire fighting equipment is checked annually in accordance with the local fire regulations.
- There is adequate protective clothing and equipment, where required.

- The Nursery complies with The Food Safety Regulations 1995
- All accidents are investigated, reported, and documented in the appropriate manner.
- Staff/child ratio levels are maintained at all times.
- All policies and procedures are reviewed and revised where necessary.
- First aid boxes are checked on a regular basis.
- Gas boilers are tested annually by a CORGI Registered person
- Employees will have a responsibility to take reasonable care of their own health and safety and of the children in their care.

**All employees will be responsible for ensuring the following:**

- All fire exits are kept closed and clear at all times.
- All electrical equipment are kept out of reach of children at all times.
- All hot fluids are kept out of reach of children.
- All medicines are kept in kitchen out of reach of children.
- All cleaning materials and equipment are stored and locked away in their designated places.
- All equipment and toys are safe and in good condition and if not they are to be taken out of the room, and fault reported to management.
- All safety gates kept closed.
- That only those whom hold an up to date food hygiene certificate can prepare or heat up children's food
- All staff entering kitchen must use anti bacterial hand-gel and wash their hands before preparing food
- No persons blow on children's food to cool it down
- All children under 1 years of age are strapped into high chairs. Children aged between 1years and 30 months are placed at age appropriate tables and are seated in chairs that they can place two feet on the ground.
- Children must be supervised whilst in high chairs and whilst sitting at tables during all meal times
- That the correct methods are used when lifting or moving heavy objects
- Indoor and outdoor washing lines are never left hanging down
- All doors and drawers are kept closed when not in use
- That no staff or visitors sit on nursery tables or units
- That slides and climbing frames when in use are supervised
- Children under 2 years do not wear bobbles, elastic hair bands or hair grips/clips whilst in nursery.
- For ensuring children with a food allergy are given their own colour coded plate and bowl and are monitored whilst eating.
- That all hard Fruit and vegetables and cheese cubed for children's snacks are cut up to the recommended size of a finger-nail or a half an inch. All carrots are blanched before they are given to a child to prevent choking.

Climbing onto chairs or tables is not permitted. Appropriate equipment must be used to reach high levels.

Stepladders must be properly adjusted and secured. If more than the three lower steps are to be used it needs to be supported by a second person.

All colour coded cleaning equipment are used for the correct purpose.

All waste that can be recycled is placed in the recycle bin.

Staff are not to take more than six children into the corridor at one time, except when evacuating the building.

Staff are to ensure that parents sign their copy of the medication form on the day that their child has been given the medication, prior to their leaving the nursery.

Staff to ensure that parents sign the accident and incident form on the day of the accident.

Staff will not bring any food products containing nuts/traces of nuts into nursery.

Staff at the nursery who eat their own snack in the presence of the nursery children are responsible for ensuring that children do not have access to these food products and that the food they consume is healthy.

For the safety of the children staff are to inform other staff when they are leaving a room.

Staff are to ensure that accident and incident forms are completed and signed by management immediately after accident/incident has occurred and that the parent/guardian sign the form when they collect their child.

## **LIFT CHECKING PROCEDURE**

Lifts are an integral and essential part of providing a service to people of all ages in our setting. The LOLER regulations require that passenger lifts are maintained by a specialist contractor. The managers of Bizzi Day Nurseries Limited ensure that there are monitoring systems in place to ensure the lift remains in good condition and poses no risk to users

The manager and other designated persons ensure that all checks are complete and that all information is added to the log.

Any persons working in the setting out of opening hours are prohibited from using the lift. Lift can only to be used for transporting equipment

### **Lift check**

Check that the lift is clearly signposted and easily accessible to user, i.e. free from clutter.

Check the panel lights are operating correctly.

Check that doors close completely and not too fiercely.

Check that the lift and outside floors are level – tolerance of no more than 10mm for hydraulic lifts or 22mm for single speed electric lifts.

Check that there are clear instructions about what to do in an emergency,

Check that the lighting is working,

Check that the alarm/telephone works correctly,

Check there are no items left in the lift and that the flooring is not worn or torn.

If any of the above checks are not satisfactory, the tester will report to the manager of the setting and record any action to be taken i.e. report to contractor

### **Lift Breakdown – Emergency Plan**

Immediately inform lift engineer and request urgent attention.

Cardiff lift company on 02920 404404

Office hours – 8:30 to 5:00

Out of hours - 5:00 to 8:30

Manager/designated persons to check no persons are trapped in lift. If no persons trapped then manager to inform other staff that lift is out of order and then display an out of order sign and call engineer

If persons are trapped in lift then manager is to inform persons trapped that help is on its way. Lift contracting service to be called out. Designated lift safety officer to operate manual lift mechanism to release persons trapped. Last resort call fire brigade

## **Health and Hygiene**

The Nursery recognises that hygiene is a basic part of any health and safety programme. As such, the Management is responsible for ensuring that the premises are cleaned regularly and that a good standard of cleanliness is achieved overall. Washing and toilet facilities are provided and maintained. Any shortcomings should be reported immediately to the manager who will ensure that the necessary action is undertaken.

Employees, paid or voluntary and other users, have a responsibility to ensure that their personal hygiene meets an acceptable standard and that they observe good environmental hygiene practices by using the appropriate waste bins for the disposal of sanitary items

### **Staff are encouraged to wash their hands:**

After arriving at work.  
Whenever they are visibly dirty.  
After using the toilet or taking children to the toilet.  
Before preparing, serving and eating food.  
After touching any potentially contaminated surfaces.  
After sneezing or blowing their nose.  
After handling pets.  
Before and after messy play.  
After handling soiled clothing.  
After dealing with waste.  
After handling any body fluids.  
Before and after nappy changing.  
Before and after cleaning equipment/environment.  
Before and after laundry duty.  
At the end of the working day.  
After removing personal protective equipment.  
Before and after design to smile tooth brushing with children  
At any other appropriate times throughout the day.

**The Nursery is cleaned daily, out of working hours, by an external agency.**

**The nursery recycles glass, plastic, cans, cardboard and paper.**

## **Infection Control**

We regularly seek information from the Environmental Health Department and local Health Authority to ensure that we keep up-to-date with the latest recommendations with regard to infectious diseases e.g. vomiting and diarrhoea, chicken pox and conjunctivitis etc.

The toilet areas have a high standard of hygiene including hand and washing and drying facilities.

Children wash their hands after toileting, before and after handling food and after messy activities

Children are encouraged to cover their mouths when coughing and sneezing.

A large box of tissues is available in each room and the children are encouraged to blow and wipe their noses as appropriate and disregard the tissues into a bin with a lid. All soiled tissues are disposed of properly.

Paper towels are used and disposed appropriately.

All staff clean and prepare tables to be used for eating, with degreaser and antibacterial spray.

Hygiene rules relating to bodily fluids are observed by all staff and volunteers, with particular reference to the use of gloves and aprons and correct colour coded cloths, bucket and mop to prevent the risk of cross- contamination.

While changing nappies, members of staff will wear disposable gloves and wear a disposable apron and never leave a child unattended. The changing mat will be

cleaned after each use and a new paper towel laid down for each nappy change. Nappy bins changed regularly. Nappies are disposed of weekly through a waste disposal company in line with the Environmental Protection Act (1990): Duty of Care (Section 34).  
The nursery is cleaned daily cleaner who is employed by the company  
Carpets and rugs are steam cleaned 6 monthly or when required.

### **Cleaning procedure to prevent the spread of infection**

To prevent the spread of infection we will encourage the following practices.  
We regularly seek information from the Environmental Health Department and local Health Authority to ensure that we keep up-to-date with the latest recommendations.  
Only employees that hold a level 2 food hygiene, and been trained in safer food better business or have undertaken training by management will undertake food/feed preparation duties  
Cloths and mops are colour coded for various tasks  
Paper towels and hand dryers are used as a source for drying hands.  
When possible crockery will be left to air dry.  
Staff wear protective aprons when preparing food and also protective gloves when handling meat and poultry and cleaning equipment.  
Kitchen appliances, equipment and surfaces are cleaned with a de greaser and anti bacterial spray.  
The nursery cook has a rota for cleaning the nursery appliances.  
All units have nursery nurse cleaning rotas for cleaning tables, chairs, toys and equipment using a degreaser and anti bacterial spray.  
Children use their own dummies and they are kept in a sterilising solution until needed  
Outside water trays are emptied and washed out with hot water and detergent and left to dry before using  
Sand pits are emptied monthly and washed out with hot water and detergent, any sand dropped on floor is swept up and discarded.  
Play dough is changed weekly.  
Staff to soak tooth brush containers in hot soapy water at the end of each week. Trolleys to be washed out monthly.

### **Laundry procedure**

Linen and clothing can be a potential source of infection. Laundry should be done in a separate designated area.  
Washing machines are not located in food preparation areas or children's play areas. There is a tumble for drying clothes  
Clean and dirty linen are kept in separate containers and away from each other.  
Sheets used for sleeping mats or cots are dedicated to an individual child for one week and laundered when required.  
If linen is soiled/infected, it will be placed directly into the washing machine. The laundry operators wear gloves and a disposable white apron and wash their hands properly after removing their gloves.  
All laundry is laundered at the highest temperature (as per the manufacturer's instructions) and then placed in tumble dryer. The heat involved in all of these processes will help kill any micro-organisms that may be present.

### **Children's personal clothing procedure**

When handling soiled children's clothing, staff will always wear gloves and a disposable apron.  
Soiled items are placed into two clear nappy bags and tied. Bags are kept in the toilet, away from food preparation and eating areas and children's play areas.  
Staff explain to parents that washing children's clothes in a childcare settings can expose children and staff to micro-organisms, which can cause infection, and while receiving soiled clothes is unpleasant, this policy protects the health of both children and staff.

If there has been a diagnosed case of gastrointestinal illness by a doctor then there will be a suspension of communal play in activities as follows  
Play dough, Sand play, water play, cookery and all other messy play.

## Nappy changing/toilet training policy

- Only staff that have current up to date police checks (CRB) will change nappies, clothes and assist with toileting.
- Children's nappies or pants will be changed in our designated nappy changing room, which comply with Health, Hygiene and Safety regulations.
- Although this area is private, it is not secret and the member of staff can still be easily seen and heard by other staff members.
- The changing units/mats will be cleaned before and after a child is changed with a suitable disinfectant cleaner and paper towel.
- A child will never be left alone on the changing mat and all children are strapped onto the nappy unit.
- Staff will wear clean disposable gloves and plastic aprons for each child.
- Appropriate hand washing facilities are available for the adult and the child and hands will be washed using bacterial soap and dried thoroughly with a paper towel after completing the procedure.
- Staff will change the child's clothes if and when required ensuring the child is made comfortable and clean. At the time that toilet training is introduced staff will work closely with parent's wishes to suit their child's individual needs. Plenty of clothes are required including socks, pants, vests, tops etc. to allow for accidents – all clearly named.
- Dirty pants will be double bagged and returned to parents/carers when the child is collected.
- Nappies are disposed of, by a controlled waste company.
- The child's privacy will be respected at all times during nappy changing.
- If the parent/carer has any queries or concerns about this procedure, they should talk to their child's key worker or any other member of staff

## Nappy changing procedure

When changing a child's nappy all staff will try to make it as fun as possible, whilst retaining good hygiene and respect for the child. To ensure the levels of hygiene in the changing room the following procedure will be carried out:

Fresh gloves must be worn for every nappy change.  
Gloves are not to be worn outside of changing room

Staff must use the correct wipes and nappies that have been requested by the parent.

When changing a nappy all staff are aware in making sure that they clean from front to back to avoid any cross contamination/infection.

When changing a boy's nappy all staff are aware in making sure that they clean under his little bits, with girls, making sure that all creases are cleaned.

### Equipment required

- Hand Wash basin hot and cold running water, liquid soap, disposable paper towels
- Waterproof change mat
- Disposable sheets for change mat/changing area
- Disposable apron and gloves
- Babies own personal creams/nappies/wipes
- Nappy bags for soiled nappies
- Lidded foot operated waste bin
- Disposable cloths
- Detergent
- Disinfectant (1000 parts per million available chlorine)  
[Combined detergent and disinfectant acceptable in place of separate detergent and disinfectant]

### Method

- Wash hands and put on disposable apron and gloves

- Place a clean disposable sheet over the change mat/area
- Remove the nappy and clean the baby
- Place soiled nappy and baby wipes into plastic nappy sack
- Apply cream if needed – change gloves or use a clean spatula to dispense the cream
- Place nappy sack into waste bin
- Change nappy
- Remove disposable sheet, place into waste bin
- Clean and disinfect change mat and any other areas that may have been touched during the nappy change.
- Clean - use warm water and detergent
- Disinfect – use disinfectant solution of 1000 parts per million available chlorine (if using a combined detergent and disinfectant this additional stage is not required)
- Thoroughly dry change mat and surrounding area with disposable paper towels and replace with new paper roll
- Dispose of PPE and wash hands thoroughly

**When wipes, nappies, cotton wool etc is running low, the staff will inform management.**

**Every nappy removed from a baby whether wet or soiled, will be placed in a nappy sack and put in the nappy bin provided.**

**The nappy bin is always emptied at the end of every session or sooner if needed**

All surfaces and changing units are to be washed in milton at the end of the day by cleaner

## **Nursery Breast Milk Policy**

The Nursery participates in the active encouragement of mothers to breast feed 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. The containers will be washed but not sterilized.

Parents must ensure that the container is sterilized before re-use.

### **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 fed to the correct child

Staff to ensure that they put on gloves and an apron when feeding a child breast milk

### **Warming Breast Milk**

Breast milk is to be warmed to a suitable body temperature to take the 'edge' off the milk by placing it in a bottle warmer

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.

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

Discard gloves and apron

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

## Formula Milk Policy

Those parents whom have requested their child to have formula milk at nursery must either;  
Provide the pre- prepared formula powder in a sealed airtight container (with suitable pre- measured compartments which is named) alongside a suitable named bottle

In the above circumstances the Senior Nursery Nurse must ensure that if a parent provides separate bottle and formula powder the parent must state in writing the amount of boiled water that is to be used to make the formula milk ie

If a baby is provided with enough powder for 6 oz of milk then the written permission must state 6 oz of water.

This written permission can be included in either the child's registration form or the babies basket.

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..

### Hygiene

Breast milk is a bodily fluid, which carries with it a (small) risk of infection and/or disease.

The Nursery Policy is to advise staff handling or carrying out the feeding of breast milk to protect themselves against the risks of infection by;

Implementing good hygiene practices

Using the PPE provided (advisable but not mandatory)

Avoiding actual contact with the breast milk

Only employees that hold a level 2 food hygiene, and been trained in safer food better business or have undertaken training by management will undertake feed preparation duties

## 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 a pre-sterilised bottle clearly marked with the babies 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;

Put on green disposable apron

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 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.

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

## Food and Drink Policy

The Nursery aims to promote good eating habits for life through the provision of healthy meals/snacks that meet the nutritional requirement of a growing child and also by encouraging good social eating practices in hygienic surroundings.

Meals/snacks provided are properly prepared in accordance with current food safety regulations, wholesome and nutritious and will be served in adequate quantities and at appropriate intervals following recommendations in Welsh Assembly Government's Food and Health Guidelines for Early Years and Childcare Settings (2009).

Fresh drinking water is available at all times

Full fat milk will be served as a drink for those aged between 1 and 2 years. Semi skimmed milk will be provided for children over 2 years, providing the child is eating a varied diet.

All staff preparing food hold current food hygiene certificates.

All food provided is prepared and stored appropriately in accordance with Food Standards Agency and Environmental Health requirements.

The food preparation and storage areas are maintained in a clean and hygienic state during nursery hours.

Fridge and freezer temperatures are checked and recorded daily.

Before and after any food is prepared, the surfaces in the kitchen area are thoroughly cleaned.

At any time that food is being prepared, there will be no other activities going on in that area.

Children are encouraged to maintain their own personal hygiene including the washing of hands before and after handling food.

All tables are cleaned with a sanitizer spray prior to and after use.

Children will have the opportunity to try a variety of foods.

Children will be encouraged to play outside on a daily basis (weather permitting) to ensure they are exposed to daylight which helps their bodies make essential vitamin D.

Parents/carers are requested to provide information about any special dietary needs of their child and it is their responsibility to inform the nursery of any changes as soon as possible.

Staff will be fully aware of, and will provide meals/snacks that comply with any special dietary need of a child due to the child's health, racial, cultural and religious requirements.

Staff encourage good eating habits and social skills at mealtimes. Staff will sit with the children when they eat, to encourage good eating habits and table manners. Sufficient time is allocated to mealtimes for this purpose.

Children with a food allergy will have their own colour coded plate and bowl and will have a member of staff to monitor them whilst eating.

There is also suitable area set aside with appropriate crockery and cutlery, tables and chairs that is age stage appropriate for the age of a child. High chairs fixed with harnesses for babies/toddlers

Healthy foods options are used wherever possible in activities: play; language used; cooking activities.

Other activities may also be built into the activity programme that increase children's awareness of health and hygiene issues e.g. cooking. Children will be supervised at all times whilst in the food preparation area.

Confectionary (e.g. sweets) is not routinely used as a reward. We may however occasionally offer treats and food from other cultures as part of our activities.

All hard Fruit and vegetables and cheese cubed for children's snacks will be cut up to the recommended size of a finger-nail or a half an inch. All carrots to be blanched. This is to prevent choking.

Children will be encouraged but not forced to eat.

We ask that parents do not send food or drink to the nursery with their children. In cases of specific dietary requirements, parents should consult with the nurseries senior Nursery Nurse in advance and up to date records will be kept.

If you are sending a packed lunch with your child to the holiday club you should fully consider how it will be stored. Parents are encouraged to provide food keeping with Welsh government food and health guidelines for early years and childcare settings, therefore we ask you not to send sweets/crisps into the setting.

We do not have a refrigeration system available to hold individual packed lunches. Parents/carers should therefore not provide packed food that requires storage below room temperature unless they supply an ice pack.

The nursery does not accept any responsibility for the correct storage of foods provided by parents.

We have a food hygiene rating of 5 and are due for a review in April 2015.

The person in this setting with overall responsibility for nutrition is Helen Norman & Maria Williams

## Healthy Eating policy

The Nursery follows the recommendations of The Nutrition Strategy Of Wales 2004.

The Nursery provides good quality healthy nutritious food.

A healthy food policy is needed because of the increase in incidence of dental decay and chronic ill health.

Introducing healthy food at a young age can promote positive change, because the diet we eat as children influences our diet as adults. By restricting the amount of fat, sugar, and salt in our diet we can help children stay healthy long into adulthood. Healthy food provides vital vitamins and minerals to help young bodies grow and develop. These vitamins and minerals are needed for teeth, bones, and muscle and for many other functions in the body.

Omitting sugary snacks between meals can help to avoid dental decay.

We have a Healthy Snack Gold award, and we support the Design to Smile programme. Children brush their teeth after snack time.

At Bizzi-Day, children are given a variety of fruit, carrots, bread sticks, rice cakes cheese as a choice for snack times. Milk or water is given with the snack. Their meals are planned to ensure they are given all the nutrients they need for a healthy balanced diet.

Healthy balanced meals are provided throughout the day. The menus and recipes have been planned to ensure that children are provided with a healthy well balanced diet. This is on a three weekly cycle and is displayed around the nursery and on our website. Recipes used in our menus are available to parents upon request.

The nursery cook follows the recipes and must always ask permission from management if changes need to be made.

The staff play a major role in promoting the health of children at the nursery, by setting a good example.

We are signed up to the Welsh government breastfeeding welcome scheme. Mothers will be supported to continue breastfeeding their children, with a quiet area provided to breastfeed or express milk in privacy. Breast milk will be stored in the fridge clearly labelled with the child's name and date, at a temperature below 4 degrees. Any unused breast milk will be returned to the parent at the end of the day, however unfinished breast or formula milk will be discarded after an hour. Parents will be advised if a lot of milk is left at feeds.

Infant formula will be made up in accordance with Welsh government guidelines 'safer bottle feeding' 2008. Babies will never be left propped up with a bottle of feed.

## **Admissions Policy**

Bizzi-Day Nurseries Limited is a privately run nursery offering places to 63 children aged from 3 months to 8 years. The nursery is open between the hours of 7:30 am and 6:00pm Monday to Friday, 52 weeks a year excluding public holidays. The nursery morning session is 7:30am – 1.00pm and the afternoon session is 1.00pm – 6.00pm.

The nursery also offers 16 places to school children up to the age of 8 years Monday to Friday.

Before school -7:30am to 8:30am, after school - 3:30pm to 6pm and during school holidays - 7:30am to 6pm

We offer a school Pick up and Collection Service to and from Pencoed, Croesty and Coychurch primary schools. We have qualified drivers with special insurance just for this purpose.

The nursery is in line with anti-discriminatory practice, equal opportunities, and is inclusive to all.

Bizzi-Day cares for children with special needs, with the help of relevant co-coordinators and agency workers. We have wheelchair access, a lift and two disabled toilets. A full Special Needs Policy is available on request.

The nursery is inspected by the CSSIW a report on their findings is available on request, in both lobbies or on the CSSIW website.

### **Enquiries**

On enquiry, an information pack will be given to prospective parents and an introductory visit will be arranged. This will enable parents to meet with staff and explore the surroundings of the nursery.

Management will inform parents on all aspects of the nursery, and will answer any questions parents may have.

### **Waiting list**

Nursery places are subject to availability and staffing levels. If there are no places available, parents will be given the opportunity to join the waiting list. When a place becomes available within a suitable age group, parents of a child at the top of the waiting list will be contacted and offered a place. Priority will be given to those who require a full time place, then to those requiring all day care on two to four days a week.

### **Registration**

Places can be reserved in advance in order to secure placements and payment is required upon booking.

On booking your child into the nursery, you will be asked to read the nurseries policies and procedures and statement of purpose. You will be asked to complete registration & collection forms, permission slips, two terms and conditions contract these will need to be completed and returned before your child starts nursery. Parents must inform the nursery of any changes to the information provided

A booking fee of £50.00 is required and is only refundable when your child leaves nursery and all outstanding fees have been cleared.

### **Fees**

Nursery fees are to be paid monthly in advance on the first day of each month by direct debit, cheque, cash or vouchers. The fee is calculated to take in account public and Christmas holidays and will remain the same for the whole year. An annual review will take place in January each year.

There is a 5% discount for full-time places and a 5% discount for Siblings.

There is a late payment charge for any fees received after the first of each month. The charge is £5.00 for every day late. Please see Terms and Conditions contract.

The Directors of Bizzi Day Nurseries LTD reserve the right to refuse admission to, or terminate a contract with the parents of any child whose behaviour is, in our opinion, not in the best interest of the other children's health and safety. (This course of action would only be implemented once our agreed procedures for addressing unacceptable behaviour have been exhausted).

## **Policy Statement on Parents as Partners**

It is a requirement of The Children Act 1989 that nurseries have a policy on parents as partners. We recognize that parents/carers have the primary responsibility for their children. We encourage parents to work in partnership with the nursery staff and to feel that they are able to discuss all aspects of their child's care and development. In this way we are all able to provide quality care for children.

Parents and carers will always be consulted in the care given to their child and will be informed about the routines and activities in the nursery. We discuss the nursery's philosophy on childcare and development with parents and carers prior to admission and it is also explained in writing in the prospectus.

Parents and carers are given a copy of the nurseries policies when they register their child. Before a child starts nursery, we will make a record of the child's name, date of birth, gender, health requirements, emergency contact numbers for the parents/carers and the child's likes and dislikes and their stage of development.

Routines, planned activities of the day and daily menus are displayed in the rooms and in each entrance hall in the nursery.

Parents/carers of the children in Bizzi-Day can read about their child's day in their daily report sheet, they are also encouraged to talk to their child's key worker and other staff on a daily basis about their child's progress. The children will bring home the displays and crafts that they have completed. When toddlers leave nursery, they take with them a portfolio of their work.

Staff qualifications are displayed in the main hall.

Staff observe, on a regular basis, using progress & developmental charts. These files are kept in the Managers office which parents are welcome to view upon request. When children leave the nursery, they take with them a portfolio of their work.

We welcome comments and suggestions from parents and carers at any time. There is a suggestion book in the main hall.

All parents are welcome to visit the nursery at any time to discuss their child's progress.

Parents can visit their child to provide intimate care. The privacy of all children, when intimate care is provided, will be respected.

Children may only be collected from nursery by persons named on the registration form. If someone else is to collect the child, then the parents/carers must inform the nursery and give the name of the person. In an emergency we operate a password system. Parents must ring up and give the nursery manager the name of the person and the password, which is on their child's registration form.

Children will not be allowed into the nursery before 7.30 am as the nursery is only insured for children from that time. Children must be collected on time as this can affect insurance policies. Parents/Carers must 'phone to inform the nursery if their child is sick and unable to attend nursery before 10:00am. Parents must inform the nursery if there are any court injunctions against any members of their family that may affect the collecting of their child.

All parents/guardians must check their child's bag and pockets for any dangerous objects or substances, before they bring it to nursery, as the nursery cannot be held responsible for any incidents that may occur from any dangerous items that the child brings into nursery.

### **Nurture and well-being**

It is important to create a positive environment for children in terms of emotional and social development as it helps children's confidence and security. Children need to be loved, feel secure and have stability and they need opportunities to socialize.

Children need unconditional love, they need to feel valued for who they are, not what they do. Bowlby's research shows, that if children have been deprived of this type of love, they may have problems forming relationships in later life.

Childcare workers have to value and care for children unconditionally in an environment that is positive, welcoming to all children, and is an environment where children don't have to worry about failure or doing something wrong.

Security is important to children, they need to feel protected, and they need to feel there is an adult there all the time. Their environment should be predictable. Children who feel secure are more likely to be independent and self-reliant.

Children like routine; it gives them stability. A routine allows them to understand that there is a pattern and order of events. Once they understand the pattern, they can anticipate what happens next, e.g. after snack time is story time.

We, as carers, must act as good role models; children learn from us. We have to set boundaries and provide consistency. Children's need to know adults expectations of behaviour are constant e.g. they know what they can and cannot do does not change daily.

Childcare workers must provide activities that will help children's emotional and social development. Children learn this through play e.g. role-play – home corner, shops, puppets, story telling, music play-dough, circle time (discussion time).

Children need rest time, a quiet room to sleep or just lie quietly; they may need a comforter e.g. dummy, comfort blanket or a cuddly toy. They may just want a cuddle or a little reassurance.

As childcare workers we are responsible for meeting the emotional needs of the children in our care at all times.

As a childcare worker it is important to listen to children, all staff communicate positively, mostly at the child's level. Staff maintain eye contact with children when communicating. Children are given opportunities to develop confidence and self-esteem.

At Bizzi-Day Nursery, staff are aware of the importance of forming good relationships with both children and parents. They create an atmosphere that is warm and friendly and one that is safe and stimulating for children to develop emotionally and physically.

Children need to build up a relationship with the person who is going to care for them. At Bizzi-Day Nursery we operate a key worker system. Children are given a key worker on arrival they are responsible for communicating with parents about their child's progress.

When children are settling into the nursery, the separation process needs to be a gradual one with the time spent away from their parents building up. For example, a two-year old might be left for just ten minutes and then on another day for half an hour. This gradual separation helps the child to see that their parents will return.

## Settling-in policy

All children will deal with a new environment in their own way. We allow each child to adjust at its own pace. Some children will adjust very easily, whilst others will require a much longer period of time to settle. We, at Bizzi-Day Nurseries Limited, have a series of measures that we feel will help your child to settle in as easily as possible.

We introduce each child slowly, by a series of 2-hour visits before they are due to start full time. This will introduce your child to the setting, which will give them a chance to get used to the nursery surroundings, members of staff and the children already present. Parents have the option to stay with their child during the first 2-hour sessions if they so wish.

We believe in giving each child the time, the patience and the praise and encouragement they need in order to settle in to the nursery. If your child has a comforter then we allow the child to bring it to the nursery. This will give your child a sense of security. Parents / Carers are welcome to visit / phone the nursery to check on their child's progress at any time.

## Key worker policy

The nursery operates a key worker system. Upon registering your child to nursery, a key worker will be allocated to your child on their first visit. The key worker will be responsible for your child's welfare throughout the day. Your child's key worker and other staff will communicate with you on a daily basis. Your child's key worker and other staff will monitor your child's development by regularly assessing and reviewing your child's progress.

## Play Policy

Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons." Play work Principles.

In accepting the above play work principle, the nursery recognises that play is a vital component of a child's life. To this end, we are committed to ensuring that all children at our nursery have access to freely chosen, varied, and child centred play opportunities in accordance with *The United Nations Convention on the Rights of the Child*, Article 31:

***"Parties recognise the rights of the child to rest and to leisure, to engage in play and recreational activities appropriate to the age of the child"***

Whilst continuing to meet current legislation, we aim to ensure - in line with the *Rights of Children and Young Persons (Wales) Measure 2011* - that:

The child is always at the centre of the play process.

Children are supported to make their own choices about what they want to do.

We employ staff who are appropriately qualified and/or experienced.

Nursery nurses are responsive and help to enrich children's play opportunities and foster an environment where children can discover their own solutions and develop at their own pace.

Staff facilitate appropriate risk to increase children's awareness of their physical capabilities and limitations whilst balancing this with the need for play opportunities to take place in a physically and emotionally safe environment.

Wherever possible, play opportunities promote equality of opportunity, challenge discrimination, are fully inclusive and value each child as an individual.

Wherever possible, play opportunities motivate and empower children, increase their self-esteem and confidence, thereby encouraging positive attitudes.

## **Arrival and collection policy and procedure**

### **Arrival**

It is the policy of the nursery to give a warm welcome to each child on their arrival.

Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety, and that their attendance is recorded in the register (this is usually done by a child's key person, but depends on staffing).

The staff member receiving the child immediately records his/her arrival in the daily attendance register.

Any specific information provided by the parents should be recorded.

If the parent requests the child to be given medicine during the day the staff member must ensure that the medicine consent procedure is followed.

If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the nominated adult.

The planned departure of the child should be anticipated by the key person in the group.

All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to him/her personally.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. On departure, the child register must be immediately marked to show that the child has left the premises.

For arrivals and departures of visitors the appropriate records must be completed on entry and exit e.g. in the visitors book.

### **Arrival to Bizzi Kidds Club**

Parents must notify the nursery within *5 working days* regarding attendance / non-attendance of their child.

During term time, children will be collected from their school by an appropriate number of play workers (dependant on numbers of children booked in to the Club) and safely escorted to the nursery premises by the nursery transport

The schoolteachers and children will know the nursery staff or individuals acting as escorts. All nursery staff will wear nursery uniform, carry identification and will have read and signed the nursery 'escort agreement.' In all circumstances the escorts will have relevant checks carried out.

Subject to demand, children will be collected from school by nursery vehicles. Risk assessments will be carried out. Additional staff may be provided as a result of the risk assessment. Please refer to the nurseries transport policy.

During school holidays, parents / carers will drop their children off at the nursery premises prompt to the time for which they have been booked in.

### **Collection**

Parents must collect their children by 6pm at the latest.

Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the nursery, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the senior nursery nurse. The nursery also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.

Under no circumstances will a child be released to an unknown person.

It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the senior nursery nurse both in writing and verbally.

The person collecting a child must approach a nursery nurse so that nursery know who is being collected, and by whom, and can sign the children out.

Daily attendance records are updated promptly with the time children are collected.

If a parent/carer is late collecting their child, the Club reserves the right to make a charge of [enter amount e.g. £3.00 for every five minutes the parent is late, to cover wages of staff who will be required to remain with the children until they are collected.

In the case of a parent/carer failing to collect the child, the senior nursery nurse calls the named contacts (including emergency contacts) to come to the nursery to take the child home. In the event of no contact being made after 30 minutes, the senior nursery nurse contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual is also informed.

No child will ever be left unsupervised because a parent/carer has failed to collect them.

If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the nursery nurse seeks advice from a manager/designated child protection officer who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may

include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the senior nursery nurse/manager/designated child protection officer may inform the parent/carer that following handover, they will call the Social Services Duty Officer and that the nurseries child protection policy may be implemented.

In the event of parental disputes that have not been through the courts (where both parents have registered their child on the original contract) we cannot prevent the child from being collected by either parent as long as they are both known to the nursery. The other parent must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance and every effort should be made to avoid distressing scenes in front of the child. A Working in Partnership meeting should be held with both parents to come to a mutual arrangement. The exception to this is where we suspect the child to be at risk from this parent – in this case we will not allow collection by this parent and safeguarding procedures will be followed.

In the event of parental disputes that have not been through the courts (where only one parent had registered their child on the original contract) we will not allow the other parent to collect the child without authorisation from the parent who has signed the contract.

In the event that there is a court order in place detailing custody or access rights by a parent then we will adhere to this and place a copy on the child's file.

## **Staff arrangement policy**

The Nursery will ensure that the ratio for adults: children are adhered to at all times. In order to meet these requirements:

Babies from Birth to 2 years	1 adult: 3 children
2 years to 3years	1 adult: 4 children
3years to 8years	1 adult: 8 children

Staff/volunteers/students under the age of 17 years cannot count towards the ratio and will be supervised at all times. Students over the year of 17 on long term placements may be included in the ratios if deemed competent and responsible, and will be paid for the hours that they are counted in numbers.

The only exception is when children are sleeping an adult does not need to be present in the room, however should be available nearby within earshot should they be needed.

### **The following procedure is to be followed in unexpected staff absences and emergencies:**

If for any reason it is found that the above ratios will not be met by the Nursery then the Contingency Plan will come into practice.

#### **Contingency Plan:**

Regrouping of Children

Re-organising of rooms and activities

Re-deploying of other suitable staff.

Contact other members of staff part time, not working to cover.

Contact Agency Recruitment to request paid workers.

Management will stay in room until staff arrive

In extreme cases parents will be contacted and asked to collect their child

## **Sickness and Absence policy**

Bizzi-Day follows the guidance on infection and illness set out by the Department of Health and we follow their guidelines on the recommended times that children should be kept away from nursery. A copy is available on request. There is a copy displayed on the nursery notice board and there are copies in the parent information pockets.

Prior to starting nursery, parents must inform staff of any medical history, allergies or medical conditions. This will enable staff to be aware of any special requirements or routines a child may have.

It is the responsibility of parents/carers to inform nursery staff if their child has been unwell during an evening or weekend. That will allow staff and management to decide whether the child should attend nursery.

### **Illness during the nursery day**

If a child becomes unwell, while in the care of Bizzi-Day, staff will immediately contact the parents/carers using the telephone numbers given to us at the time of registration.

It is very important that parents inform the nursery of any change of contact details, especially mobile telephone numbers. Parents/carers who work outside the home should also give a landline number at their place of work in case their mobile phones are switched off.

If your child is vomiting or has diarrhoea on three occasions throughout the day then you will be contacted to collect your child and they will not be allowed to return to Nursery until they have been clear from the symptoms for 48 hours.

If you are aware that your child has contracted any infectious disease then you must inform the nursery and your child will not be allowed to attend nursery until the incubation period has elapsed.

If staff members come into contact with anyone who has an infectious disease they must inform management before entering nursery. Management will then decide whether the staff member should attend nursery.

If your child develops a temperature that exceeds 38.5 degrees centigrade you will be asked to collect your child from nursery.

Parents will be notified if a staff member or child has been diagnosed as having a significant infectious disease.

### **Prescribed treatment**

If your child is prescribed antibiotics she/he should remain at home for a minimum of 24 hours after starting the course.

## **Medication Policy**

Bizzi-Day is unable to administer any medicines that have not been prescribed by the Doctor, other than temperature reducing medicines such as Calpol.

Any prescribed treatment (including Calpol) to be administered must be the child's own, brought in from home. The information leaflet that accompanied the medicine must also be brought to nursery. This will alert staff to any possible side effects of the medication.

Medication will either be stored in a medicine cabinet, or if required in a medicine container in a refrigerator.

All prescribed medication must be clearly labelled with your child's name, date of birth, dosage required and how many times a day.

Parents are requested to sign a medication declaration form on arrival giving all information regarding medication, and a medical administration form at the end of the day, stating that they have read the information regarding times and amounts that the staff have administered medicine to their child. These forms must be completed on a daily basis.

Supervisory staff can only administer medication.

We can only administer prescribed medication that requires technical or medical knowledge if staff have been trained to do so by a qualified health professional

### **Long-term medication**

Any child that has a severe medical condition and/or is on long term medication that has been prescribed by the doctor then parents/guardians will be asked to sign and complete a long term medication form stating all relevant information regarding their child's illness and the procedure for administering the medication. Senior Nursery Nurse staff will be informed of the child's medication requirements and procedures. Parents will have to provide the medication whenever their child attends. If parent does not provide the medication then the child cannot attend nursery that day.

### **Procedure for consent to administer calpol**

Parents upon registering their child in nursery must sign a calpol consent form, this allows a senior staff to administer calpol if a child's temperature is above 37.5 if they do not sign the consent form then the parent will be contacted and asked to collect their child.

When a calpol medication consent form is signed the parent will be informed by telephone that their child has a temperature and a senior staff will administer calpol with their permission. Staff will complete a medication form and parents will be asked to sign the form upon collecting their child and a copy will be given to Parents for their records.

Parent will be informed that if their child's temperature does not come down to normal body temperature, they will be informed and asked to collect their child.

If a child has a temperature within 4 hours of them coming into nursery the parent will be contacted and asked to collect their child, no calpol will be administered unless a medication form has been signed that day stating the last time calpol had been administered to their child.

In extreme cases where a child's temperature rises very quickly and we feel that the child may be in danger of a febrile convulsion, then parent will be contacted and asked permission to give calpol/nurofen. If emergency assistance required management will call emergency services.

## **Accident/emergency procedure**

In an emergency situation it is the managers or the deputy managers responsibility to call 999.

Medical attention by a First Aider will be administered immediately.

Next of kin will be informed.

In emergency situations children will be diverted away from the scene to another room to avoid any distress.

In an emergency that results in serious illness or even death, parents will be contacted immediately to collect their children.

Any serious injuries, diseases or dangerous occurrences will be reported to the Health and Safety Executive and the local authority under the RIDDOR regulation Act of 1995

## **First Aid Procedure**

In the event of an accident which requires First Aid treatment, please contact your nearest First Aid officer. First Aid officers are located in each unit.

All accidents must be reported and an Accident Report filled out however minor you might feel it to have been. On placement, students involved in an accident are to send a copy of the Accident Report to their College Health and Safety Co-ordinator for their records.

### **For persons attending others who are injured:**

Ensure own safety.

Tend to the injured person.

Obtain First Aid assistance.

Remain with person until assistance arrives.

Inform injured person to submit an accident/injury report form.

### **If injury requires medical assistance then also:**

Inform Management.

Management to call 999.

First Aid officer to administer First Aid until medical professionals arrive.

Manager to inform relative.

First Aid officer to accompany injured person to hospital.

### **In an emergency dial 999 and give the following information**

Where you are calling from.

Your contact number.

The nature of injury.

First-aid officers are only permitted to administer first aid; they are not to treat minor illnesses.

### **If a child has swallowed or touched a hazardous substance:**

Ring 999

Inform parents

Wash away with water

Rinse out their mouth

Give the child frequent sips of milk or water

Wait for emergency services to arrive

## **Sun care policy**

At Bizzi Day, we are aware there is an increased risk from the sun today and that we can help children become 'sun safe' by teaching them at an early age how to protect themselves.

At Bizzi-Day we want our children to enjoy the sun safely. We will work with staff, pupils and parents to achieve this. The following measures are in place or being worked towards from now on:

Staff will talk to children about the importance of keeping safe in the sun.

Parents and guardians will be sent a letter explaining how to protect their children from the sun and also a leaflet will be available in the main entrance.

PROTECTION- this is an on-going process

### **Shade:**

The garden is not shaded between the hours of 9am and 6pm during the summer months

### **Timetabling:**

The children will not be allowed to go outdoors when the sun is at its hottest between 11:30 am and 3:00pm unless the garden is shaded.

Children will only spend 20 minutes at a time outside during the summer months

### **Clothing:**

Children will be encouraged to wear labelled sun hats and clothing that covers their shoulders. We shall try to keep a pool of spare sunhats for those who do not have them.

Staff will demonstrate and encourage safe sun practice by wearing/hats and sun cream when on duty if practicable

### **Sunscreen:**

- Parents will be requested to sign a permission slip to give permission for a member of staff to apply sun cream throughout the day. Any parent refusing permission will be encouraged to come into nursery to reapply sunscreen.
- Parents will be encouraged to put sunscreen on their child before they come to nursery and then to bring it into nursery for staff to apply.
- The nursery will provide sunscreen for those children that have forgotten to bring it.
- If a child is only allowed a certain sun-cream, and the parent has not provided the cream, then the child will not go out to play.
- Parents will be made aware that sun screen needs to be at least factor 30 and preferably higher to offer adequate protection.
- Parents are reminded through newsletter about the importance of sun protection.

## **Sleeping babies and young children Procedure**

All under 2's nursery staff will receive induction training on our Sleep Policy. Posters with details of this training will be displayed in the cot room.

If a parent/carer states that they wish for their child to sleep on their front. Then the Nursery Manager must ensure that the parent/guardian signs the sleeping consent form in the registration document.

- Babies will be monitored visually when sleeping and these checks are recorded every 10 minutes. In addition to a baby monitor is used in the baby cot room. When monitoring sleeping babies the staff member will look for the rise and fall of the chest, and if the sleep position has changed. They will also check the baby's skin-colouring to ensure they are not too hot or too cold.
- Babies must be put to sleep on their backs only, 'feet to foot' position to stop baby slipping down beneath the bedding. unless the parent / carer states that they wish for their child to sleep on their front. This will be in written form on their child's registration form, the nursery manager must ensure that this form is signed by the parents / carers.
- The nursery will not use quilts, only blankets. No pillows are used.
- Babies' heads to be uncovered whilst indoors.
- Babies will never be put down alone to sleep with a bottle to self-feed. If the baby falls asleep with their bottle every effort will be made to help the baby fall asleep whilst being nursed with their milk, then when the baby is asleep they will be transferred into their cot. If the baby wakes when being transferred into the cot the staff will make every effort to try to soothe the baby back to sleep.
- Children will never be put straight to sleep after having a bump to the head. Children will be assessed first to ensure that the child's behaviour is normal and that their eyes are fully dilated and then they will be allowed to sleep in the quiet area where they will be regularly monitored.
- At mid day when most children are sleeping one member of staff for each sleep room will stay with children and monitor them whilst they are sleeping
- Any child that has had a temperature throughout the day, had to have their asthma pump administered or is suffering from an allergy attack can only go into the cot room to sleep if they are accompanied by a member of staff who can stay with them throughout their sleep time. If this is not possible, then the child is to sleep on a mat in the nursery room.

## **Child Protection Procedures**

This policy covers the procedures to be taken when abuse, potential abuse, or neglect is suspected. The protection of children in our care is our first priority. The nursery has a duty to report any suspicions of abuse to the Local Authority. The Children Act 1989 (Section 47(1)) places a duty on the Local Authority to investigate such matters and the nursery follows the procedures set out in the Local Authority Child Protection Document.

All requests from the County Social Services or Legal Departments and appearance in court to give evidence, involving cases of child protection, must receive full co-operation.

Identification of child abuse is difficult. However, if there are any indicators, which generate suspicion of one or more of the four types of abuse - physical, emotional, sexual or neglect, they must be reported.

### **Staff Training**

In order to support us in our work, at least two members of staff will receive child protection training. The named Child Protection Officers at the nursery are Mrs Helen Norman & Mrs Angharad Wilson. If a child is identified as a child in need (section 17 of the children's Act 1989) the registered person with permission from the parent/carer will give appropriate information to referring agencies.

### **Nursery procedure for reporting concerns**

There are procedures to be taken by nursery staff, parents/carers or others associated with the nursery, which have reason to believe that a child in our care is subject to emotional, physical, sexual abuse or neglect or potential abuse. These are as follows:

Anyone who has a concern about a child's welfare will record it in writing. Included will be a note of the date, place, time and who took part in the discussion. Staff will seek advice from colleagues, supervisors, managers, a designated Nursery Child Protection Officer or a professional agency. A record of the conclusion will also be made in writing (Confidentiality will be adhered to at all times).

These concerns will then be shared with Social Services. It will not always trigger an investigation, but they may help to build a picture, along with concerns from other sources.

### **Making a referral**

Referrals should be made to Bridgend Children's Service Division the Deputy Social Work Team as soon as possible after suspicion or concern becomes apparent, and in any case within 24 hours.  
Tel 01656 642320 Emergency Team 01443 849944 Police Child Protection 01656 655555

### **The following information must be given:**

- Your name and place of work.
- Reasons for the concerns.
- Full name, address and date of birth or age of child.
- Names, addresses and dates of birth or ages of family members, along with any names, which they use or are known by.
- The names of all those with parental responsibility.
- Names of other professionals involved with the family, including the child's GP.
- Any information that may affect the safety of the staff.

If you remain concerned about a child's welfare, after a referral has been made, and you feel that the matter has not been taken seriously then re-refer the child.

The Intake and Assessment Team will approach the parent/carer.

### **Role of Parents/Carers**

We share the responsibility for the child protection policy and procedure with parents/carers.

We ask parents/carers to inform the nursery if their child has hurt themselves at home, so that we are aware of the reasons for any bruises or minor injuries. We inform parents/carers if any accidents in the nursery

that involves their child. The account of an accident, however minor, is always written in our accident book.

The Procedure to be taken if an allegation of child abuse or neglect is made about a member of staff or volunteers.

Professional abuse can include emotional or sexual abuse as well as shouting, pulling, hitting or restraining a child, except for reasons of safety.

Any suspicion or allegation of abuse by a member of staff or volunteer should be discussed with your manager/supervisor, who will investigate the allegation.

All staff have a duty to report any suspicions of child abuse. Failure to do so could result in disciplinary action.

If the allegations or suspicions are felt to be valid, the manager will inform Social Services who will respond by notifying the relevant senior manager or personnel manager.

Staff will be suspended from duties, pending investigation

Social Services will discuss the referral with the Police.

The child protection co-ordinator will co-ordinate with the police and decide whether immediate suspension of the member of staff is required in order to safeguard any children. Management will be informed of this decision.

In all cases where abuse is alleged, the child's parents/carers will be informed at an early stage by Social Services, of details of the allegations and procedures to be followed, unless doing so may further endanger the child, or compromise any investigation.

Appropriate confidentiality will be maintained in allegations about a member of staff or a volunteer.

**Information to be given to the accused member of staff:**

At the earliest opportunity, after consultation with the police, and provided it does not prejudice the criminal investigation, the member of staff or volunteer will be informed by their line manager, verbally and in writing, that an allegation of abuse has been made. However, the allegation will not be discussed and direct questioning should be avoided if the police wish to interview the member of staff.

The staff member or volunteer will be informed that the investigation will be carried out in accordance with Child Protection Procedures and that they have a right to be accompanied at all meetings by a friend, Trade Union representative or solicitor and to receive minutes of such meetings.

The staff member will be informed that enquiries will, so far as possible, be confidential but that information gained, which is relevant to disciplinary or criminal proceedings, may be disclosed for those purposes.

At the conclusion of investigation, the member of staff will be given a written statement of the allegation, together with the conclusion of the investigation.

The most important issue is to ensure that openness and honesty at all levels are maintained.

A copy of the **All Wales Child Protection Procedures** sets down the following procedures and is available upon request

If you have any concerns contact The Care Standards Inspectorate for Wales South West Wales Government Buildings, Picton Terrace, Carmarthen SA31 3BT

Tel: 03007900126

## **Lone working policy**

This policy has been devised to ultimately protect staff and children attending the nursery. Bizzi Day Nursery understands that there may be times during the day that staff may be left alone with the children. To ensure that staff and children are not left in vulnerable situations the following guidelines should be followed:

Good communication should ensure that all staff is aware of each other's intentions and whereabouts. Staff should inform their colleagues if they intend to leave the room, even for a short period of time. This gives them the opportunity to seek cover if necessary.

Staff should ensure doors are open when nappy changing and toileting whilst maintaining children's privacy.

At least two people must be on the premises at all times, and at least one senior member of staff must be present at all times.

Staff should ensure that they are appropriately placed around the nursery at all times to maintain the safety of the children; this may mean staff and child merging when necessary.

Staff should be aware that the safety and well-being of the children is paramount staff should use their initiative when attending to minor occurrences.

## **Behaviour and Discipline Policy**

We believe that young children should be encouraged to respect their environment and other children. Acceptable social behaviour - having a positive and considerate attitude and providing good role models - is encouraged by the staff. Unacceptable behaviour is quickly identified and dealt with positively. Reasons are explained to the child and good behaviour is always praised.

As a nursery, our priority is to create an atmosphere, which encourages everyone to value themselves and others, regardless of race, gender, age and ability.

### **Behaviour that is encouraged:**

Kindness to others.  
Respect for staff.  
Respect for children.  
Respect for equipment.

### **Behaviour that is discouraged:**

Hitting or biting.  
Bullying (children are encouraged to report any concerns).  
Swearing or fighting.  
Wilful damage to property.

### **Unacceptable behaviour will be dealt with as follows:**

Should a child begin to exhibit extreme antisocial behaviour or is disruptive or violent, nursery staff will initiate the following actions:

Nursery staff will execute the Nursery Behaviour Policy and Procedures

If the behavioural problems persist

1. Staff will tell children NO and explain to the child why their behaviour is inappropriate, this usually is enough to stop the unwanted behaviour.
2. Staff will try to distract the child to take attention away from unwanted behaviour.
3. The child will be told that there will be some sanctions if their behaviour continues e.g. if they don't stop their behaviour they will have to sit on the 'time out' chair and then they will miss the activity. If this proves unsuccessful then:
4. The 'time out' approach is used. The child is asked to sit out of an activity and have time to reflect on the action, accompanied by a nursery nurse. If the child is too young to benefit from 'time out' they will be supervised in an alternative activity.
5. If the unacceptable behaviour persists over an unacceptable period of time, the Nursery Manager will discuss the matter with the parent/guardian. During this interview, the parent/guardian will be made aware of the gravity of the situation and the possibility that the child might have to be excluded in the future if his/her behaviour does not improve. A plan of action will be written to discourage bad behaviour and to encourage good behaviour. Parents and staff will follow the plan until problems improve.
6. If there has been no improvement, the parent/guardian will receive written notification that exclusion is now under serious consideration by the staff.
7. If the child continues to behave in an unacceptable manner, he or she will be excluded from Bizzi-Day Nursery.

There is no physical punishment, or threat of physical punishment in the nursery. Children are never shouted at, humiliated, intimidated or shamed, nor is negative language used in any way to control a child. We would only physically intervene with a child to prevent injury or serious damage.

### **Managing behaviour**

It is important to consider the way we deal with behaviour as it may influence children's future behaviour. The way in which we deal with children's behaviour will have an effect on our relationship with them. Children look to adults for help, so it is important for us to be good role models. Children need us to:

- Stay calm
- Set boundaries
- Be consistent and fair
- Be clear of what they can or can't do.
- In terms of behaviour, it is a good idea to help children to see the need for restriction on their behaviour in terms of respecting others and valuing their feelings. Children do not like mixed messages, be consistent when dealing with behaviour.

### **Strategies that can be used to encourage and reinforce good behaviour**

We must always acknowledge good behaviour. When children are staying within boundaries, respecting others, controlling their feelings, we must tell them that they are being good, or that they are playing well together, or that they have been patient waiting for their turn etc. This will show children that this is the type of behaviour that we want and like.

### **Strategies we can use to challenge and deal with different types of behaviour**

- When dealing with negative behaviour, we must be careful how we comment on the behaviour. We do not use words such as naughty, bad or stupid as they can be damaging.
- Talk to children about their behaviour, explain why it is not good behaviour, and let them know what you expect of them.
- Communicate, find out the problem, do not assume.
- Provide attention so that children do not use negative behaviour too seek it.
- Children can get bored, make sure the activity is stimulating and does not go on too long.
- Explain to children why the boundaries are set e.g. 'the kitchen is not safe'
- Make sure staff are aware and understand the behaviour policy, and ensure that everyone works to it.
- Management is responsible for behaviour management issues. Staff are given behaviour management training.

## **Biting policy**

### **Explanations, policies and procedures regarding biting at Bizzi Days**

Children biting other children is one of the most common and most difficult behaviors in group childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the staff involved.

For many toddlers, the biting stage is just a passing problem. Toddlers try it out as a way to get what they want from another toddler. They are in the process of learning what is socially acceptable and what is not. They discover that biting can be a way to cause the other child to drop what they are holding so the biter can pick it up.

However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings.

For other children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

No matter the cause, biting in a group situation causes concern for all those involved. It does help, however, to be aware of the potential problem before it happens, and to form a plan of action if it does occur.

Management and staff at the nursery have developed the following plan of action to be used if and when biting occurs in any of our rooms.

**Before biting occurs:**

Provide parents with written policy on biting when they register their child in the setting.

**When a child is bitten**

*For the biter:*

1. The biter is immediately removed with no emotion, using words such as “biting is not okay – it hurts.” Avoid any immediate response that reinforces the biting or calls attention to the biter.
2. The staff focus their attention on the victim.
3. The biter is not allowed to return to the play and is talked to on a level that the child can understand. “I can see that you want that truck, but I can’t let you hurt him. We don’t put our teeth on people.”
4. Redirect the child to other play.
5. Inform the biter’s parent of what they have done.

*For the victim:*

1. Separate the victim from the biter.
2. Comfort the child.
3. Administer first aid.
4. Write an accident report and notify parents.

*If biting continues:*

1. Staff meet with the manager on a routine basis for advise, support and strategy planning.
2. Chart every occurrence, including attempted bites, and indicate location, time, participants, behaviors, staff present, and circumstances.
3. Management if necessary will inform parents that there is a problem and what procedures will be followed to deal with it.
4. “Shadow” children who indicate a tendency to bite:
5. Head-off biting situations before they occur.
6. Teach non-biting responses to situations and reinforce appropriate behavior.
7. Adapt the program to better fit the individual child’s needs.
8. Head-off biting situations.
9. “Shadow” children who have tendency to be bitten.
10. Teach responses to potential biting situations: “No” or “Don’t hurt me!”
11. Work together as partners with the parents of both biting children and frequent victims to keep all informed and develop a joint strategy for change.
12. Hold a meeting with the parents of the biting child to develop a written plan of action. Schedule follow-up meetings or telephone conversations as needed.
13. Consider early transition of a child “stuck” in a biting behavior pattern for a change of environment, if developmentally appropriate.
14. Prepare the parents of the biting child for the possibility that the child may have to be removed from the nursery and help them to make contingency plans.
15. If it is in the best interest of all concerned, terminate the child’s place for the duration of the biting stage. Written warning will be given to the parents before this action will be taken.

## Children's anti bullying policy

This nursery is committed to providing an environment that is safe, friendly and caring for all. Bullying of any type is not accepted in the nursery. This policy relates to all staff, children and parents/carers linked to the nursery.

Bullying is defined as:

*'the wilful, conscious desire to hurt, control, threaten or frighten someone. It is when someone or several people, repeatedly over a period of time, do or say unpleasant things to another person or group of people, or keep teasing them in an unwanted way.'*

### **Bullying can include:**

physical pushing, kicking, hitting, pinching etc  
name calling, sarcasm, spreading rumours, persistent teasing and emotional torment through ridicule, humiliation and the continual ignoring of individuals  
racial taunts, graffiti, gestures, sectarianism  
sexual comments and/or suggestions  
unwanted physical contact

Bullying is not an accepted behaviour at the nursery. Anyone found to be bullying will be dealt with in an appropriate manner, in line with our behaviour policy, child protection policy, and any other relevant policies.

Disclosures of bullying or changes in behaviour that suggest a child is being bullied will be dealt with in the following way:

The child will be comforted and encouraged to explain what has happened.

The senior Nursery Nurse will investigate the matter in a sensitive manner (see confidentiality policy).

Relevant records will be kept (in the incident book).

Where the bullying has been perpetrated by another child the senior nursery nurse will work in partnership with the child and their parents (where appropriate) to find a positive way forward.

Following the investigation the nurseries behaviour management policy may be implemented if deemed appropriate.

Opportunities for discussion, information and resources on the subject of bullying will be used as an integral part of the nurseries programme. Specific instances may also trigger discreet activities on the subject in order to raise children's awareness.

Nursery Nurses will be encouraged to attend relevant training wherever possible.

While petty 'tale telling' is not desirable, genuine 'whistle-blowing' on bullying and other unacceptable behaviour will be acted on promptly. Allegations of bullying by staff will be investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

## **Special Needs Policy**

### **Admission**

Children with special educational needs will, whenever possible, be included in our nursery provision and their application will be treated in exactly the same way as for other children. We will endeavour to meet the needs of any child. However, if we are unable to meet those needs, we have the right to terminate the contract. The staff discuss with the parent the best way to settle any child who has a problem settling into the nursery and this would be the same for a child with special educational needs. This could include the parent spending more time in the nursery with the child, the child attending shorter sessions and gradually increasing the time they spend in the nursery or bringing a familiar object from home.

Children with learning difficulties will be respected and treated as individuals. They will not be discriminated against and any negative attitudes or remarks made to or of children with special educational needs will be challenged and discussed. Unfortunately, we are unable to accommodate any child requiring us to provide special equipment or a higher staff ratio than the normal requirement for his/her age group unless extra funding for the same can be provided by a source other than the nursery budget. If funding is available the child will have one to one supervision and staff will be trained in using specialised equipment.

Within each age group, the staff observe, assess and record each child's development every three months. From these recordings any child's weaknesses, as well as strengths, become apparent.

Where areas of weakness become apparent our next step would be to provide extra activities to encourage development in these areas. We would monitor the development closely and inform and discuss our findings with the child's parents.

If we remain concerned we would advise the parents to discuss the concerns with their health visitor and seek further help and advice from them.

If there are difficulties following these routes or the parent chooses not to act upon our advice we would then seek advice from relevant sources. At all times parents would be informed of our actions.

Any child with special educational needs will be placed on the nursery special needs register, which is kept in the office filing cabinet. This is a brief, simple, individual education plan, addressing the individual child's needs and focussing on the key areas of concern, which will be drawn up and reviewed at least every six months.

The plan will be linked to the early years curriculum, with a strong emphasis on play elements as most learning for young children is through play activities. It also includes individual confidential records, with information from other agencies/professionals, where appropriate, and dated notes of discussions with parents.

### **Special Needs co-ordinator**

The manager, Helen Norman, is the Special Needs co-ordinator, who monitors the individual educational plans, assessment and recording and advises and supports the staff in regular meetings. She will also ensure that a register of the children with special educational needs is kept up to date and that there is regular liaison with parents and other professionals.

### **Staff training and development**

A member of staff will attend any special educational needs training provided by local authorities. This member of staff will then relate the information to all other members of nursery staff.

The Special Needs policy will be monitored and reviewed annually.

Complaints from parents about our Special Needs policy and its implementation should initially be made to the nursery manager. If the complaint is not satisfactorily resolved the parent should inform the CSSIW representative for the issue to be discussed at a consultative committee meeting.

### **Special Educational Needs**

Children with Special Educational Needs (SEN) have difficulties or disabilities that make it harder for them to learn than most children of the same age. They may need extra help in areas of their development such as communication, physical skills, learning or behaviour. Many children will have SEN of some kind at some

time. Early identification is essential in order to support the child and help them to achieve within the Nursery.

We aim to adapt our routine, activities and environment to allow all children to participate and reach their full potential. Through detailed curriculum planning and organisation of resources, we aim to make all activities available to all children throughout the Nursery at a level appropriate to their developmental need.

In the majority of cases adaptations can be made which will enable children with Special Educational Needs to be admitted. Each child's needs must be assessed prior to entry, involving parents, the nursery SEN Co-ordinator and other professionals involved with the child, to ensure that the provision is suitable. It is possible that in rare cases the Nursery would not be able to adapt sufficiently to provide a good outcome for the child.

#### Role of the Special Educational Needs Coordinator

Staff working with a child with SEN are supported by the SENCO, who liaises with parents, professionals and the Supervisor in planning activities and adaptations. The Nursery SENCO is Helen Norman.

The SENCO has additional training to enable them to carry out their responsibilities. Where there are children with special needs in their group, we seek to provide the staff with appropriate training and support. Four of the staff team have training in Basic makaton signing, which they use, with all children to assist communication.

This policy will be reviewed regularly through Group Leader meetings. Parents are invited to contribute their views

#### **Special Educational Needs - The Graduated Approach**

Children with Special Educational Needs (SEN) have difficulties or disabilities that make it harder for them to learn than most children of the same age. They may need extra help in areas of their development such as communication, physical skills, learning or behaviour.

Many children will have SEN of some kind at some time. There will be some children who will need extra help for part or all of their educational life. Early intervention is essential in order to support the child and help them to achieve within the setting. Many children's needs can be successfully supported within a brief time.

You know your child better than anyone does. Therefore, your knowledge, views and experiences are essential in order for us to work together in the best interest of your child.

#### Meeting Your Child's Needs

Special Educational Needs Code of Practice 2002 sets out the procedures for Early Years settings to identify, assess and provide for children with Special Educational Needs using the graduated approach as described below. **The Special Educational Needs Code of Practice** is available to read at the Nursery or at [www.dfes.gov.uk/sen/documents/SENCodeOfPractice.pdf](http://www.dfes.gov.uk/sen/documents/SENCodeOfPractice.pdf)

## **Individual Needs Policy**

Children who need extra support in school may not need extra support within a play setting. Some children however may require specific treatment, facilities or care while in the nursery that is above and beyond the usual provision for most children.

The nursery aims to provide a welcoming and supportive environment for all children, staff and parents. They will all be treated with dignity and respect. The nursery supports integration and the treatment of all children and adults as individuals, wherever this is possible. Please refer to our equal opportunities policy.

Nursery staff consult with children and parents/carers as appropriate with regard to children's individual needs and preferences.

The individual needs and views of children are considered when planning activities and buying toys and other equipment.

The nursery aims to provide adaptations to the facilities and environment in order to cater for individual additional needs where this is practicable and reasonable

Where appropriate, children's progress will be monitored and recorded in consultation with parents and carers. Strategies will be discussed with the child and parent/carers and implemented.

Staff will receive appropriate training as required.

Full cooperation will be given to outside agencies in order to meet the specific needs of a child.

If a child requires one to one support at the nursery, we will make every effort to work with the parents/carers and relevant organisations to access additional funding and extra staff members to provide one to one support.

The level of individual care is agreed with the parents. The nursery ensures that the privacy and dignity of a child is respected and maintained when providing any intimate care.

The nursery promotes anti-discriminatory practices and encourages a positive atmosphere for all.

### **Early Years Action**

The initial stage of the graduated approach is called 'Early Years Action'. This is where parents/carers and staff agree that a child would benefit from additional or different input to help them achieve within the setting. An Individual Education Plan (IEP) will be agreed with parents and staff. The plan may include short-term targets for the child, strategies to be used, equipment or provision to assist the child. There will be a date to review progress. At this date we may continue to follow the existing plan, alter one or more of the targets or, if the child has made sufficient progress, it may not be necessary to continue to follow an individual plan.

If, however, the plan is not meeting the child's needs, consideration should be given to moving to the next stage, which is called 'Early Years Action Plus'.

### **Early Years Action Plus**

If a child has significant difficulties or has made little progress despite support at Early Years Action, parents can ask for an assessment through their Doctor or Health Visitor or the Nursery will seek further advice from outside specialists e.g. Speech Therapist, Educational Psychologist, STEPS (Support Teacher & Educational Psychology Service) etc. if permission by parent is given. They will arrange to visit the Nursery and possibly the home, to observe the child, and recommend further action if necessary.

### **Statutory Assessment/Statement Of Special Educational Needs**

For some children the help given at 'Early Years Action Plus' will not be sufficient for them to progress satisfactorily. Parents, staff and other professionals together can request the Local Education Authority (LEA) make a full statutory assessment of the child. The LEA may then agree to issue a 'Statement of Special Educational Needs' which may enable providers/parents to access additional support.

## **Children on outings and short walks procedure**

### **Outings/trips**

Adult to child ratio for short walks:

0 to 4 years - 1 adult to 2 children

5 to 8 years - 1 adult to 2 children

### **Short walks**

Adult to child ratio for short walks:

Nursery children 0 to 4 years - 1 adult to 2 children

School children 4 to 8 years - 1 adult to 4 children

- The nursery will ensure that there are enough adults to supervise the outing and that they are qualified to do so.
- Parents are asked to help maintain adult/child ratios by attending outings.
- A register and name badges identifying the group are taken for both adults and children.
- Permission and written consent from parents is given before a child can attend an outing.
- Parents are given information regarding the trip e.g. where, how long, departure times, pick-up times, packed lunches etc.
- A risk assessment is carried out for short walks and outing/trips
- Appropriate equipment is taken on trip e.g. mobile, first aid box, change of clothes, nappies, sun-cream, drinks etc.
- Children's information is taken e.g. parents contact number, allergies etc
- Vehicles used are insured to take children on outings. Drivers' names recorded and insurance details to be available to parents.

There is a procedure in place if children are not collected. (Please refer to non-collection procedure)

## **Missing Child on Trip Procedure**

In the event of a missing child whilst on a Nursery outing, the Outing Coordinator is to:

Maintain contact with the rest of the group (remaining together if possible)

Initiate a full register check

Initiate a search by employees; searchers should maintain contact with the Outing Coordinator via mobile phone

Establish & maintain contact with the Nursery

If the child cannot be immediately located (within 10 minutes), the Outing Coordinator is to:

Report the matter to the emergency services

Contact the parents of the missing child

Arrange for the safe return of the other children to the Nursery

Retain supernumerary staff to assist in the search

Continue to search

When child is found a risk assessment will be carried out, this will include information on how the situation occurred.

### **Procedure to be taken if a child goes missing from Nursery**

- Appointed persons to search all rooms, cupboards, hiding places inside the nursery.
- Appointed persons to search all outside areas, and outside nursery grounds. Ask people in surrounding area if they have seen a child.
- Make sure the children in the nursery have adequate cover.
- Ask the children if they have seen the missing child.
- Telephone the police and the child's parents.
- Continue to search
- When child is found a risk assessment will be carried out, this will include information on how the situation occurred.

## **Out of School Club Policy and Procedure for missing children**

The Club is committed to ensuring the safety of all children who attend our club.

In accordance with our arrival and collection policy:

Parents/carers must give adequate notice to the Club regarding attendance / non-attendance of their child. The school teachers and children will know the Club Nursery Nurses or individuals acting as escorts. Only persons named in writing by the parent/carer will be able to take the child from the Club. Daily attendance records are updated promptly with the time children are collected.

### **In addition:**

Nursery Nurses will arrive promptly at specific collection points with a list of children to be collected. A daily register is taken at the start of the session to ensure all children that are booked in are present. This is repeated at regular intervals during trips out. Regular headcounts are made throughout the session. Risk assessments of the premises and activities are undertaken.

### **Procedure on missing children**

If a child is identified as missing during the course of the club session or trip the following action should be taken (whilst at all times maintaining the safety and supervision of all children at the club):

#### **Child missing from club session/during trips**

Make enquiries with relevant members of staff as to when the child was last seen and where. Inform the senior Nursery Nurse immediately. During trips, inform the manager of the premises and recruit further support including tannoy announcements. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity. If the child cannot be found within 15 minutes, then the Police and the parent/carer are informed. The search is continued, widening the search area and keeping in touch by mobile phone. An incident form is completed immediately after the event explaining exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary Care and Social Services Inspectorate Wales is informed on the same day of the incident. Once the situation has been resolved, all members of staff review the reasons for it happening and the Club will ensure any necessary measures are taken to prevent it from happening again. The Club's insurance company is notified.

#### **Child missing from school collection point**

If a child has been booked into the Club, but is missing from the agreed collection point, the following procedure is followed:

Inform the senior Nursery Nurse immediately. The school is informed immediately. If the child has been dismissed from the school, the child's parent/carer is contacted. If the child's whereabouts remain unknown the head teacher (or senior member of school staff) is informed and the school is searched. Ensuring that the remaining children are sufficiently supervised and secure, one or preferably two members of staff should search the building, outdoor premises and immediate vicinity of the school/collection point. If the child cannot be found within 15 minutes, then the Police and the parent/carer are informed. **Follow procedure 6-10 as above.**

## **Non-collection procedure**

If a child is not collected from nursery please follow the procedure below:

- Key worker to stay with child. There will always be two members of staff on duty
- Management to contact parent/guardian
- If parent/guardian cannot be contacted, manager to contact list of people on authorisation/collection form
- If management cannot contact people named on collection form, then the police will be informed. Social Services will be contacted after 30 minutes and we will follow their advice.

## **Procedure to be taken in a security incident**

- The nursery has CCTV cameras and a telephone intercom system in place on the main entrance.
- Staff must observe security cameras before opening door.
- Staff must use the telephone intercom system in place on the main entrance.
- Staff will not open the door to any persons they do not recognise. All unknown persons will have to provide identification.
- If any unauthorised person/s try to force entry into the nursery, then the police will be called immediately.
- If staff believe that there is a reason to be concerned for the children's or staff's safety then the police must be called immediately.
- If the Nursery receives information relating to a possible threatening incident such as a bomb scare, then the police will be called immediately and the building will be evacuated using Fire Drill Procedure.
- At all times, the main concern is the children's safety. Therefore, at no time should any possible threat of an incident be ignored and should be reported to the Manager immediately.

When staff show a prospective parent/guardian around the nursery they are responsible for ensuring that the visitor leaves the premises.

Access will not be granted to those who have not made an appointment. Staff will ask the person to contact management to make an appointment.

## **Major incident policy**

In the event of any unforeseen circumstances such as severe weather conditions floods, water leaks, power cuts, loss of heat etc, parents will be contacted and asked not to bring their child in to nursery until further notice. Parents/guardians will still be charged for those days.

If parents are asked to collect their child from nursery during the working day due to any of the above events, fees will not be refunded for that day

## **Confidentiality policy**

### **Data Protection Act**

There is legislation regarding confidentiality. This gives children and their families the right to privacy. This act is designed to stop people's information being passed on without their consent.

At Bizzi-Day all information is locked in a cupboard in the office. This information is never passed on to any person without consent. The information is accurate and is not kept longer than necessary.

Any information regarding a child that needs to be discussed with staff or other relevant people must have the consent of the parent. The only time a breach of confidentiality may take place is when we suspect a child's safety may be at risk.

Staff are given information on confidentiality in the work place during their induction training.

## **Code of conduct for visitors and parents**

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

### **Please do:**

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

### **Please refrain from:**

- Shouting at, smacking your child or any other child on the nursery premises.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers at the nursery
- Collecting your child from nursery if you have consumed alcohol or any other substance that could affect your judgement or responses
- Discussing sensitive issues in front of your child or other children or other adults
- Taking photos or videos of children other than your own

## **Code of conduct for visitors and contractors**

### **Please do:**

- Show your identity badge to staff and be patient whilst they check with management before letting you on to the premises.
- Sign in on arrival
- Follow the instructions of the staff with regard to which areas of the nursery you are permitted to access.
- Treat children with respect. Children's needs and interest take priority.
- Respect children's personal space and privacy.
- Ask for permission before joining in with children's play

### **Please refrain from:**

- Picking up, carrying, shouting or disciplining children, please inform staff of any situation you feel needs their attention.
- Using inappropriate language or displaying aggressive or threatening behaviour towards the staff, children or other parents/carers at the nursery
- Discussing sensitive issues in front of your child or other children or other adults
- Visiting the nursery if you have consumed alcohol or any other substance that could affect your judgement or responses
- Taking photos or videos of children, (unless you are on site as the official photographer as arranged by the manager).
- Leaving tools, bags, or other equipment unattended or within reach of the children.

## **Data protection policy**

The nursery is committed to protecting personal data and this policy details how we implement that commitment with regard to the collection and use of personal data.

The Directors holds responsibility for data protection in the nursery.

### **Data Protection Principles**

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless:

(a) at least one of the conditions in Schedule 2 is met, and

(b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.

Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Personal data shall be accurate and, where necessary, kept up to date.

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Personal data shall be processed in accordance with the rights of data subjects under this Act.

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

### **To meet our commitment to data protection, the nursery will:**

Notify the Information Commissioner's Office that we hold personal data, unless exempt.

Meet our legal obligations as laid down by the Data Protection Act 1998.

Ensure that data is collected and used fairly and lawfully.

Process personal data only in order to meet our operational needs or fulfill legal requirements.

Take steps to ensure that personal data is up to date and accurate by requesting parents/carers to update the child details form when there are any changes.

Establish appropriate retention periods for personal data.

Provide adequate security measures to protect personal data.

Nominate a designated person responsible for data protection compliance and is the point of contact for all data protection issues. In this case management are responsible.

Provide adequate training for all staff responsible for personal data.

Operate a confidentiality policy.

Ensure that everyone handling personal data knows where to find further guidance.

### **Information the nursery holds includes:**

Children's personal details

Parents'/carers' personal details

Staff personal details, relevant qualifications/training, written references, CRB disclosure references, employment contracts and correspondence.

Daily records of attendance of staff and children

Compliments and complaints

Records of accidents, serious illnesses and other significant events

Records of people who visit the nursery

Records of any medicine administered

Payment records such as invoices, accounts, receipts, pay slips

Minutes of meetings held with staff and management insurance details, constitution/articles of memorandum.

The nursery is legally obliged to share certain information. The nursery must provide CSSIW with personal and other information in accordance with The Child Minding and Day Care (Wales) Regulations 2010 (Regulation 31 and Schedule 4) and the National Minimum Standards for Regulated Childcare (Standard 21: 'Notification of significant events' and in order to comply with other regulation such as health and safety law.

**Retention periods**

Records kept about children who attend our nursery and are kept completely confidential and will be kept on record for 3 years after the last date on which the child attends the nursery.

Parents/carers are able to view the records kept on their children on request, except where a child's welfare is deemed to be at risk in line with our confidentiality policy.

Records are also kept on each member of staff working or volunteering at the nursery. These are kept confidential and will be kept on record for a minimum of 3 years after the last day of employment.

Minutes, accounts, invoices, receipts, assets list, accident and incident book etc. are kept safely for 7 years.

All records that are subject to other factors/organisations such as grant terms and conditions, CSSIW, Health and Safety Executive, insurers, child protection agencies may also define how long certain records are kept.

The Employer's Liability insurance certificate must be retained for 40 years.

**Security measures**

The nursery protects personal data from unauthorised and unlawful use by:

Storing data in a lockable cupboard/storage with restricted access.

Ensuring all staff, management, volunteers/students sign that they have read, accepted and implemented the confidentiality policy. Any breach of confidentiality is investigated immediately and the issue dealt with in accordance with the disciplinary procedure.

Minimising data sharing on a need to know basis.

Restricting access to electronic records held on the computer by implementing technical security such as a password system.

Ensuring safe storage of any laptop/computer used for storing data.

Destroying obsolete paper records securely by shredding or using a confidential waste service which provides certificates of destruction.

Securely and permanently erasing electronic records.

Ensuring there is no data remaining before disposing of or recycling any computers.

Securely and permanently erasing data stored on other media such as memory sticks, CD-ROM, audio tape, video tape, etc .

## **Snow policy**

- In the event of disruption caused by heavy snow the prime concern of the nursery must always be the safety of the children and staff.
- If heavy snow falls overnight and continues into the following day, parents are asked to observe the following procedures. The decision as to whether or not to bring their child in to nursery must be at the discretion of the parents, taking into account factors such as local road conditions and the availability of child-care.
- Staff are asked to make every effort to get to nursery although, again in severe conditions, they must make a judgement about the safety of travelling. Similarly parents are advised to make decisions as to whether or not they feel it safe to send their child to nursery.
- The nursery will post updates on the website informing parents of the situation. In particular they will be advised as to whether or not the nursery is open to operate a normal day, depending on the number of staff to child ratio.
- Parents will be contacted if the nursery needs to close due to severe weather conditions.
- In case of severe weather conditions such as snow could you please contact the manager on 07817912397 or visit our website [www.bizzidaynursery.co.uk](http://www.bizzidaynursery.co.uk) to find out if the nursery is open

## **Transport policy**

The designated nursery staff will only use the designated nursery vehicles for transporting children who are registered with the after school club.

Parents/Guardians who are not registered with the after school club will be responsible for transporting their child to and from nursery.

Parents that are unable to collect their child will need to find alternative arrangements.

In the event of an emergency the Manager will call 999 and ask for assistance.

### **The nursery provides transport using its own vehicle:**

The vehicle is checked (refer to checklist) prior to each journey.

Any defect is reported immediately. The vehicle must be deemed safe before it is used again.

Written references are obtained for all staff collecting and /or escorting children.

Staff drivers/escorts undergo enhanced Criminal Records Bureau (CRB) disclosures and where relevant checks by the Independent Safeguarding Authority.

The nursery adheres to all legal requirements and manufacturers guidelines when using vehicles.

Any changes to staff driver details are made known to the manager immediately.

Risk assessments are undertaken for all journeys using the nursery transport.

The number of escorts provided are in line with findings of risk assessments.

An emergency action plan is available so that nursery drivers and escorts know what to do should an accident occur while transporting children who attend the nursery.

### **Emergency action plan for vehicle break down**

Drivers will carry a mobile phone in case of emergencies

Drivers will inform nursery and schools of vehicle breakdown

Nursery will inform breakdown recovery service

Drivers will wait for other nursery vehicle to arrive to transport children to school/back to nursery

## **Mobile Phone Policy**

Staff must ensure that their mobile phone is put in their locker during working hours.

Only the manager may have their mobile phones to hand whilst in the office during working hours.

During nursery outings the nurseries own mobile phones must be used.

If any staff member has a family emergency and would like to keep their mobile close at hand, then the Nursery Manager or a member of the Senior Management Team must be consulted and give permission for this to happen. In this incident it will be the Nursery Manager who will keep the staffs mobile close to hand

Under no circumstances must cameras of any kind be taken into the bathroom.

If photographs need to be taken in the bathroom i.e. of children washing their hands then management must be told and staff must be supervised whilst carrying out this activity by someone in a senior role i.e. Senior Nursery Nurse or Manager.

Anyone found to be none compliant with this policy would face disciplinary action.

## **Digital / Video Image Policy**

Staff are only allowed to take photographs or video children in the Nursery setting or on trips on a nursery camera or video recorder. The images taken and stored on the camera must be downloaded to the nursery computers, printed and then deleted, ideally once a week.

At no time are staff allowed to use cameras or video cameras not belonging to the Nursery to take any images of the children.

Children in the Nursery are not allowed to have devices capable of taking photographs or videos in their possession whilst they are in our care. Any child found with such a device will be asked to hand it to a member of staff for safe keeping and it will be put in the office until the end of the day. Any images stored on the device that have been taken in the setting will be deleted.

Cameras will never be used in the toilet / changing areas. A child will never be photographed when their nappy or clothes are being changed.

If other agencies or as a nursery we were going to use any photographs for outside publicity purposes then we will ask parental consent beforehand and all consent will be given in writing, clearly stating what publications the image will be used in.

If a parent /carer does not give permission for their child to be photographed, all staff will be informed so that all reasonable steps can be taken to ensure that the child is not included in any photographs.

The Nursery will comply with the Data Protection Act and will also ensure that, wherever possible, full names will not be published alongside images with out consent.

## **Training and development policy for employees**

The Nursery is fully committed to the structured and systematic training and development of all its employees on an ongoing basis to enable them to perform their duties effectively and efficiently. Opportunities for training will be provided to enable employees to acquire the skills, knowledge and qualifications, and to develop their potential to meet the needs of the children and their families who attend the nursery.

Training and development strategy:

- This policy is a strategic framework designed to serve as a guide and shall be executed and administered in all units in the nursery.
- Training and development plans and programmes for all job levels shall support the nurseries strategies, action plans, human resources planning process, as well as any other present and future training and development needs.
- All training and development initiatives shall be properly planned, programmed and recorded, and the results reviewed to determine how training methods can be improved and how maximum benefit can be obtained from resources devoted to training and development, this includes a systematic and cost-effective training and development approach, consisting of externally developed and presented, as well as in-house training and development programmes.
- In respect of all training and development activities, the following shall apply:
  - a structured approach to determine whether or not training and development needs are cost-effective
  - development of training courses or programmes based on needs and evaluated in terms of criteria laid down from time to time
  - attendance and/or presentation of training programmes according to a training planning schedule
  - the evaluation of training in terms of trainee reaction, learning, practical application, and results achieved
  - annual reporting on training interventions.
- Training and development shall commence with the initial appointment of new employees and continue, as long as the employee is employed by the nursery. Existing employees shall be drawn into the training process in accordance with priorities established, by way of a structured analysis of training needs.
- All training must be work-related and the results measurable against pre-determined objectives.

### **Induction and training**

The nursery keeps detailed records about staff qualifications and their identity checks and vetting processes that have been completed (including the CRB disclosure, reference number, the date a disclosure was obtained and details of who obtained it)

All employees have to go through an induction process before they start working

Management will carry out CRB checks on all new employees prior to them being employed.

New employees prior to starting their job will produce two written references and proof of their qualifications

As part of this induction employees, paid or voluntary, read through the policy and procedures. The Management has a duty to ensure they are aware of current legislation and the relevant changes in information.

All staff are shown all fire safety equipment, fire exits and are asked to read the fire drill procedure.

Staff are shown all relevant documentation relating to their work

Employees are given a staff handbook and a contract.

Staff are to complete a personal details and medical form and are asked to sign a confidentiality document.

## **Student Placement Policy**

Bizzi-Day Nurseries Limited are committed to training and development. We support local colleges and schools by providing placement opportunities. These students work under close supervision, and are treated as supernumerary and are never left alone. Students are requested by management to provide evidence of a CRB check, personal details e.g. name and address, contact numbers and medical history.

When students are accepted into the Day Nursery on placement, the following procedures will be followed and consents obtained:-

- Students must be confirmed by their tutor as being part of a bone fide childcare course.
- Permission must have been sought from the Nursery Manager before written observations are undertaken.
- Written permissions must be obtained by the Nursery manager and the child's parents if the students are required to carry out a child case study.
- Unless an enhanced CRB has been undertaken and approved by the DBS, no student will be admitted to the Nursery.
- Any information known by students, about the children, families or other adults in the Day Nursery, must remain strictly confidential.
- No names will be used during any recorded observations

## Complaints Procedure

Bizzi-Day Nurseries Limited aims to provide good quality care for your child while under our supervision. Our experienced staff are trained to care for your child and make every effort to ensure your child is safe and secure in a friendly environment. However, there may be occasions when you feel there is cause for complaint.

If you have reason to complain about the level of care received by your child while attending Bizzi-Day Nurseries Limited please do not hesitate to inform a Senior Nursery Nurse or contact the Nursery Manager Helen Norman or Deputy Manager Angharad Wilson.

Accurate and detailed record of all complaint are kept which includes the following information:

Name of the complainant

Nature of the complaint

Date and time of complaint

Action taken in response to the complaint

Result of the complaint investigation

Information given to the complainant including the date of the response.

If we cannot resolve the matter, or you consider it inappropriate then you should make a written complaint to the Directors: Mrs Maria Williams & Mrs Helen Norman at 54 Brynteg Green, Gwaun Miskin, Pontyprid CF38 2PT

Whatever the nature of your complaint, you can be assured it will be promptly and fully investigated. You will be contacted in writing within 5 working days of complaint being received and in due course you will be informed of the outcome and the steps taken to remedy the problem, where appropriate within 14 days.

If, after the investigation, you are not happy with the outcome you can ask for the matter to be reviewed.

The CSSIW are not a complaints agency and has no statutory powers to arbitrate between parties, to investigate and prove or disapprove individual allegations or to recommend or enforce redress.

CSSIW is interested to hear about concerns that people raise about services and about the response of providers to these and to more formal complaints. They recognise that the best way of addressing concerns and complaints is at source between the individual and the provider of the service.

If the CSSIW feel the complaint suggests that the nursery is failing to safe guard individuals, or is failing to meet the requirement of our registration then they will undertake a focused inspection to look at the particular aspects of the nursery that have been highlighted as a concern. Where an inspection has been carried out this will be reported upon as inspection activity for which a short public report will be produced.

All complaints regarding the nursery manager must be put in writing and sent to The CSSIW  
Care and social services Inspectorate for Wales South West Wales Government Buildings, Picton Terrace,  
Carmarthen SA31 3BT  
Tel: 03007900126

### Handling complaints

The complaints procedure prepared under regulation 14 of the Care Standards set out by the Welsh National Assembly must be operated in accordance with the principle that the welfare of the child is safeguarded and promoted and account must be taken of the ascertainable wishes and feelings of the child.

When a complaint is made, Bizzi-Day Nurseries Limited will advise the complainant of their right to at any time complain to the CSSIW.

The nursery will inform you of the availability of any advocacy services that we believe may be of assistance to you.

We can, in any case where it is appropriate to do so, and with the agreement of the complainant, make arrangements for conciliation, mediation or other assistance for the purposes of resolving the complaint.

Written record of any complaint, the outcome of the investigation and any action taken in response will be kept.

The nursery will supply to the appropriate office of the CSSIW, at its request, a statement containing a summary of the complaints made during the preceding twelve months and the action taken in response to

each complaint.

### **Local Resolution**

Complaints that are dealt with locally will be resolved as soon as reasonably practicable and in any event within 14 days. We will confirm in writing to the complainant the agreed resolution. The nursery will inform the CSSIW in writing of the agreed resolution. The time limit may be extended for up to a further 14 days with the agreement of the complainant.

### **Formal Consideration**

Complaints that are dealt with by way of formal consideration will be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration.

The outcome of a formal consideration will be confirmed in writing by the nursery to the complainant and will summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.

A copy of a written response of the complaint will go to the registered body the CSSIW

The time limit of 14 days may be extended with the agreement of the complainant

If the complaint has not been resolved within 35 days of the request for formal consideration, we will notify the CSSIW of the complaint and reasons for the delay in resolution.

### **Complaints subject to Concurrent Consideration**

(1) Where a complaint relates to any matter —

about which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or

about which Bizzi-Day is taking or is proposing to take disciplinary proceedings, or

about which the nursery has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or.

about which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults, or.

about which the nursery has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000, the nursery will consider, in consultation with the complainant and any other person or body which we consider appropriate to consult, how the complaint should be handled.

Such complaints shall be referred to for the purposes of this regulation as "complaints subject to concurrent consideration".

(2) The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to Bizzi-Day that to continue would compromise or prejudice the other consideration.

(3) Where the nursery decides to discontinue the consideration of a complaint under paragraph (2) we will give notice of that decision to the complainant.

(4) Where the nursery discontinues the consideration of any complaint under paragraph (2), consideration can be resumed at any time.

(5) Where the consideration of a complaint has been discontinued under paragraph (2) the nursery will ascertain the progress of the concurrent consideration and notify the complainant when it has been

concluded.

(6) The nursery will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under these regulations.

The named persons responsible for the prevention of infection control are Helen Norman and Angharad Wilson.

Contact details for NHS Infection Prevention Control:

University Hospital of Wales, Heath Park Cardiff CF14 4XW 02920 20746703

University Hospital Llandough, Penlan Road, Penarth CF64 2XX 02920 20715512

Contact details for Environmental Health Department:

Bridgend County Council: 01656 643643

### **Reviewing of policies and procedures**

The Policy will be reviewed annually unless a change in legislation necessitates a shorter review period or there are changes in the activities or personnel of the nursery that require changes to be made.