

Policies and Procedures



Introductions

In our quest to provide outstanding childcare we will have a team dedicated to **Quality**. We will have enthusiastic, experienced childcare professionals who are committed to exceeding expectations and maintaining high quality at all times.



Parents in Partnership

At Grove Villa Childcare we know that parents are children's first educators. We aim to support and assist parents and carers ensuring that they are provided with the opportunity to participate in all aspects of Grove Villa life. We want you to trust and have confidence in what we do because we want you to be happy and ultimately feel in no doubt that leaving your most precious possession with us is the right thing to do.

This partnership with parents is fundamental for enhancing children's development and learning whilst at Grove Villa and at home. We pride ourselves on building relationships with our parents and making them feel welcome and valued right from their very first visit. We always provide a warm and friendly atmosphere and understand all families are important.

Two-way communications is key; we encourage all feedback and promote openness. Each child will have a designated keyworker who will be available every day to give feedback about your child's day and to share any significant happenings with you, plus you have access to progress reports and are invited twice yearly to attend a parents evening at Grove Villa Childcare. We believe that in order for children to receive quality care and early learning that suits their individual needs, parents/carers and practitioners need to work together in a close partnership. The two-way sharing of information is key to this. Grove Villa Childcare team welcomes parents/carers as partners and this relationship requires trust and understanding. It is important that we, as practitioners, can support parents/carers in an open and sensitive manner.

At Grove Villa we provide a welcoming atmosphere and understand that all families are important and should always be made to feel welcome and valued. We respect the diversity of families and the contribution they bring to a child's learning and development. We truly believe that the sharing of information between Grove Villa staff and parents is vital for responding quickly to support children's individual learning and development and makes for happy children.

We will employ approachable staff who will endeavour to guide parents/carers when they ask for suggestions in caring for their child and offer support to continue their child's learning at home. Effective communication between parents/carers and practitioners ensures there is a two-way flow of information, knowledge and expertise. Parents/carers are highly valued and respected and without them children's needs could not be wholly met.



Settling in

The role of the key person

We believe that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents, the staff and the setting by providing secure relationships in which children thrive, parents have confidence, our staff are committed, and the setting is a happy and dedicated place to attend or work in.

We want children to feel safe, stimulated and happy in the setting and to feel secure and comfortable with our staff. We also want parents to have confidence in both their children's well-being and their role as active partners with our setting. We aim to make our setting a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families. The key person role is set out in the Safeguarding and Welfare Requirements of the Early Years Foundation Stage.

Each child must have a key person

These procedures set out a model for developing a key person approach that promotes effective and positive relationships for children.

Procedures

We allocate a key person before the child starts at the setting.

The key person is responsible for:

- Providing an induction for the family and for settling the child into our setting
- Completing relevant forms with parents, including consent forms.
- Explaining our policies and procedures to parents with focus on policies such as safeguarding and our responsibilities under the Prevent Duty.
- Offering unconditional regard for the child and being non-judgemental.
- Working with the parents to plan and deliver a personalised plan for the child's well-being, care and learning.
- Acting as the key contact for the parents.
- Developmental records and for sharing information on a regular basis with the child's parents to keep those records up-to-date, reflecting the full picture of the child in our setting and at home.
- Having links with other carers involved with the child and co-ordinating the sharing of appropriate information about the child's development with those carers.
- Encouraging positive relationships between children in her/his key group, spending time with them as a group each day.



We promote the role of the key person as the child's primary carer in our setting, and as the basis for establishing relationships with other adults and children.

Before a child starts to attend Grove Villa, we use a variety of ways to provide his/her parents with information. These include written information, displays about activities available within the setting, welcome pack, and inform parents we are always here if they want to contact us via phone/email.

During the time before a child is enrolled, we provide opportunities for the child and his/her parents to visit the setting. The key person welcomes and looks after the child and his/her parents at the child's first session and during the settling-in process. Near to the child's start date, we explain the process of settling-in with his/her parents and jointly decide on the best way to help the child to settle into the setting. We normally advise two weeks for settling-in.

We have an expectation that the parent, carer or close relative, will stay for most of the session during the first few sessions, gradually taking time away from their child; increasing this time as and when the child is able to cope.

Younger children will take longer to settle in, as will children who have not previously spent time away from home. Children who have had a period of absence may also need their parent to be on hand to resettle them.

We judge a child to be settled when they have formed a relationship with their key person; for example, the child looks for the key person when he/she arrives, goes to them for comfort, and seems pleased to be with them. The child is also familiar with where things are and is pleased to see other children and participate in activities.

When parents leave, we ask them to say goodbye to their child and explain that they will be coming back, and when. We recognise that some children will settle more readily than others, but that some children who appear to settle rapidly are not ready to be left. We expect that the parent will honour the commitment to stay for at least the first week, or possibly longer, until their child can stay happily without them.

We **do not** believe that leaving a child to cry will help them to settle any quicker. We believe that a child's distress will prevent them from learning and gaining the best from the setting.

We reserve the right not to accept a child into the setting without a parent or carer if the child finds it distressing to be left. This is especially the case with very young children.



The progress check at age two:

The key person carries out the progress check at age two in accordance with any local procedures that are in place and referring to the guidance A Know How Guide: The EYFS progress check at age two.

The progress check aims to review the child's development and ensures that parents have a clear picture of their child's development.

Within the progress check, the key person will note areas where the child is progressing well and identify areas where progress is less than expected.

The progress check will describe the actions that will be taken by us to address any developmental concerns (including working with other professionals where appropriate) as agreed with the parent(s).

[The key person/I] will plan activities to meet the child's needs within the setting and will support parents to understand the child's needs to enhance their development at home.



Safeguarding Children

All children deserve the opportunity to reach their full potential in the five outcomes for children's well-being which are to stay safe, be healthy, enjoy and achieve, make a positive contribution and achieve economic well-being. At Grove Villa Childcare we fully recognise the contribution we can make to protecting children and supporting their development whilst in our care. Our centre procedures for safeguarding children will be in line with the Local Authority (LA) procedures. The Manager is the designated member of staff who undertakes regular training.

Children

- Grove Villa Childcare has a duty to notify Social Services of any significant concerns relating to the safeguarding of any child who uses Grove Villa Childcare.
- We recognise that all matters relating to Safeguarding are confidential.
- The Manager or the designated member of staff will disclose any information about a child to other members of staff on a need to know basis only.
- All staff, other professionals and service providers must be aware that they have a professional responsibility to share information with other agencies to safeguard children.
- All staff, other professionals and service providers must be aware that they cannot promise a child to keep secrets.
- All incidents relating to safeguarding a child should be immediately reported to the Manager

Allegations against staff and other professionals

- If such an allegation is made, the member of staff, professional or service provider receiving the allegation will immediately inform the Manager.
- The Manager on all such occasions will discuss the content of the allegation with the LA Lead Officer for Child Protection. The allegation must not be discussed with the alleged perpetrator at this stage.
- If the allegations made to a member of staff concerns the Manager, they should refer to the Deputy Manager who will immediately contact the owner.
- Allegations against staff, professionals and service providers must be notified to Ofsted within 48 hours.
- Grove Villa Childcare will follow the LA procedures for managing allegations against staff, we will:
 - make sure that the child in question is safe and away from the alleged perpetrator
 - contact the child's parents or carer
 - consider suspension of the alleged perpetrator while the allegation is being investigated.
 - Consider whether the person has access to children anywhere else and whether those organisations or groups need to be informed
 - Act upon the decisions made in any strategy meeting.



- Incidents will be investigated internally after any external investigation has finished reviewing organisational practice and putting in place any additional measures to prevent a similar thing happening again.

Inclusion & Equality

Named person – Letang Wolstenholme

statement of intent

Grove Villa Childcare takes great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they be an adult or child. Grove Villa Childcare is committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion/belief, colour, creed, marital status, ethnic or national origin, or political belief, has no place within this Grove Villa childcare.

A commitment to implementing our equal opportunities policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of Grove villa manager at the earliest opportunity.

The legal framework for this policy is based on:

- Special Education Needs and Disabilities Code of Practice 2015
- Children and Families Act 2014
- Equality Act 2010
- Childcare Act 2006
- Children Act 2004
- Care Standards Act 2002
- Special Educational Needs and Disability Act 2001.

Grove Villa Childcare and staff are committed to:

- recruiting, selecting, training and promoting individuals on the basis of occupational skills. In this respect, Grove Villa Childcare will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion/belief, colour, cultural or national origin, or sexuality, which cannot be justified as being necessary for the safe and effective performance of their work or training
- providing a childcare place, wherever possible, for children who are designated disabled or disadvantaged according to their individual circumstances, and Grove Villa's ability to provide the necessary standard of care
- striving to promote equal access to services and projects by taking practical steps, (where possible) such as ensuring access to people with additional needs and by producing materials in relevant languages and media



- providing a secure environment in which all our children can flourish, and all contributions are valued
- including and valuing the contribution of all families to our understanding of equality and diversity

- providing positive non-stereotype information about different ethnic groups and people with disabilities
- improving our knowledge and understanding of issues of equality and diversity
- regularly reviewing childcare practice to ensure the policy is effective and practices which are discriminatory
- making inclusion a thread, which runs through all of the activities of Grove Villa including encouraging positive role models through the use of toys, imaginary play and activities that promote non-stereotyped images.

Admissions/ service provision

Grove Villa Childcare is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

Grove Villa Childcare will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Whistle blowing

All staff should be aware of their duty to raise concerns where they exist about the attitude or actions of colleagues.

We will inform Ofsted of any serious allegation by any person within 14 days.



Concerns and Complaints Procedure

Our setting believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

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

Stage One:

If any parent should have cause for complaint or any queries regarding the care or education of their child, they should in the first instance take it up with the child's key person or a senior member of staff or room leader.

Stage Two

If the issue remains unresolved and there is not have a satisfactory outcome, then the manager should be contacted. These concerns must be presented in writing to Grove Villa manager. The manager will then investigate the complaint and report back to the parent within three working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it.

Stage Three

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

Stage Four

If the matter cannot be resolved to your satisfaction, then you have the right to raise the matter with:

Ofsted National Business Unit,
Piccadilly gate,
Store Street,
Manchester
M1 2WD
Telephone: 0300 123 4666
Quote Ref: EY562178



Data Protection

The Data Protection Act (DPA) is the framework for fair and lawful processing of personal information relating to living individuals. The DPA encourages quality data management and restricts how personal data is processed to safeguard the rights of individuals.

Individuals whose information is held and processed by Grove Villa Childcare can be assured that Grove Villa Childcare will maintain their information in confidence. It is possible that other legislation may (at times and under certain conditions) override Data Protection Law.

Exceptions to the Data Protection Acceptable Usage Policy

In the following exceptional cases, compliance with the directives may be relaxed. These exceptional circumstances are outlined below:

- If complying with the policy would lead to physical harm and/or injury
- If complying with the policy would cause significant damage to Grove Villa Childcare reputation and/or ability to operate
- If an emergency arises and a user has no alternative other than to breach Grove Villa Childcare policy to assist with the emergency.

In such cases, the incident will be passed to a member of the senior management team who will then take the appropriate action.

Diversity

Grove Villa is situated in a culturally diverse community. We are committed to providing equality of opportunity and anti-discriminatory practice for all children, families and centre users. Grove Villa has a zero-tolerance approach to racial discrimination and harassment at all levels. We are committed to challenging and dealing with discrimination. The Manager is the named person with responsibility for dealing with incidents and recording action taken.

Any incidents should be immediately reported to a member of the senior management team.



Behaviour Management

Grove Villa Childcare believes that children flourish best when they know how they are expected to behave. Children gain respect through interaction with caring adults who show them respect and value their individual personalities. Positive, caring and polite behaviour will always be encouraged and praised in an environment where children learn to respect themselves, other people and their surroundings.

Children need to have set boundaries of behaviour for their own safety and the safety of their peers. Within Grove Villa Childcare we aim to set these boundaries in a way, which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Restrictions on the child's natural desire to explore and develop their own ideas and concepts are kept to a minimum.

We aim to:

- recognise the individuality of all our children
- encourage self-discipline, consideration for each other, our surroundings and property
- encourage children to participate in a wide range of group activities to enable them to develop their social skills.
- work in partnership with parents and carers by communicating openly
- by praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them
- encourage all staff working with the children to accept their responsibility for implementing the goals in the policy
- promote non-violence and encourage children to deal with conflict peaceably
- provide a key worker system enabling staff to build a strong and positive relationship with children and their families
- have a named person who has overall responsibility for issues concerning behaviour.

The named person: Letang Wolstenholme will keep up to date with legislation and research and thinking on handling children's; access relevant sources of expertise on handling children's behaviour; attend regular external training events, and check that all staff relevant in-service training on handling children's.

A record will be kept of staff attendance at this training.

We recognise that codes for interacting with other people vary between cultures and staff are required to be aware of this and respect those used by members of Grove Villa Childcare. Setting rules are concerned with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult or by verbal bullying may be removed from the group. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge that a child is feeling angry or upset and that it is the behaviour we are rejecting, not the child.



When children behave in unacceptable ways:

Physical punishment such as smacking or shaking will be neither used nor threatened children will not be singled out or humiliated in any way. Staff within Grove Villa Childcare will redirect the children towards alternative activities.

Discussions with children will take place respecting their level of understanding and maturity staff will not raise their voices in a threatening way.

In any case of misbehaviour, it will always be made clear to the child or children in question, that it is the behaviour and not the child that is unwelcome.

How a behaviour is handled will depend on the child and the circumstances. It may involve the child being asked to talk and think about what he or she has done. It may be that the child will not be allowed to make his or her own choice of activities for a limited period

Parents will be informed if their child is persistently unkind to others or if their child has been upset. In all cases inappropriate behaviour will be dealt with at Grove Villa Childcare at the time. Parents may be asked to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between home and Grove Villa Childcare. In some cases, we may request additional advice and support from other professionals, such as an educational psychologist or child guidance counsellor.

Children need to develop non-aggressive strategies to enable them to stand up for themselves so that adults and children listen to them. They need to be given opportunities to release their feelings more creatively

Confidential records will be kept on any negative behaviour that has taken place. Parents/carers will be informed and asked to read and sign any entries concerning their child.

If a child requires help to develop positive behaviour, every effort will be made to provide for their needs

Through partnership with parents/carers and formal observation, staff will make every effort to identify the unwanted behaviour and the causes of that behaviour. From these observations and discussions an individual behaviour modification plan will be implemented

Children will be distracted from the negative situation and supported in a different activity or environment, if necessary for their own well-being and that of others in the group.



Anti-bullying

Children need their own time and space. It is not always appropriate to expect a child to share and it is important to acknowledge children's feelings and to help them understand how others might be feeling. Children must be encouraged to recognise that bullying, fighting, hurting and racist comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. Any form of bullying is unacceptable and will be dealt with immediately. At Grove Villa Childcare, staff follow the guidelines below to enable them to deal with challenging behaviour:

- staff are encouraged to ensure that all children feel safe, happy and secure.
- staff are encouraged to recognise that active physical aggression in the early years is part of the child's development and that it should be channelled in a positive way.
- children need to be helped to understand that using aggression to get things is wrong and will be encouraged to resolve problems in other ways.
- our staff are encouraged to adopt a policy of intervention when they think a child is being bullied, however mild or "harmless" it may seem.
- the staff are ready to initiate games and activities with children, when they feel play has become aggressive, both indoors or out.
- any instance of bullying will be discussed fully with the parents of all involved, to look for a consistent resolution to the behaviour.
- if any parent has a concern about their child, a member of staff will be available to discuss those concerns. It is only by co-operation that we can ensure our children feel confident and secure in their environment, both at home and at Grove Villa Childcare.

By positively promoting good behaviour, valuing co-operation and a caring attitude we hope to ensure that children will develop as responsible members of society.



Nutrition & Mealtimes

Meal times should be a happy, social occasion for staff and children alike. Positive interactions should be shared at these times and enjoyed. Grove Villa Childcare is committed to offering children with healthy, nutritious and balanced meals and snacks which meet individuals needs and requirements.

We will ensure that:

- a balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at Grove Villa Childcare.
- menus will be planned in advance, rotated regularly and reflect cultural diversity and variation. These will be displayed for parents.
- we provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar and salt and artificial additives, preservatives and colourings.
- menus will include at least 3 servings of fresh fruit and vegetables per day
- parents and children will be involved in menu planning
- fresh drinking water will be constantly available and frequently offered to children and babies
- individual dietary requirements will be respected.

We will gather information from parents regarding their children's dietary needs including any allergies. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual diet plan for their child.

- staff will show sensitivity in providing for children's diets and allergies. They would not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- staff will set a good example and eat with the children and show good table manners. Meal and snack times will be organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children will be encouraged to use their manners and say 'Please' and 'Thank you' and conversation will be encouraged.
- staff will use meal and snack times to help promote children to develop independence through making choices, serving food and drink, and feeding themselves.



Recruitment

Grove Villa Childcare will strive in its recruitment to ensure that the staffing levels reflect the community it serves. All vacancies will be advertised as widely as budgets allow.

Every effort will be made to ensure there is a representative balance on the selection group and all members of the group will be committed to equal opportunities practice as set out in this policy and will have received appropriate training in this regard.

Application forms will be sent out along with a copy of the equal opportunities policy. Application forms will not include questions that potentially discriminate against the grounds specified in the statement of intent.

At interview no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. At interview, all candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful.

Staff

It is the policy of Grove Villa Childcare not to discriminate, whether directly or indirectly in the treatment of others. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds as specified in this policy. All staff are expected to participate in equal opportunities training. The equal opportunities co-ordinator is trained, and she oversees the equal opportunities within Grove Villa Childcare.

Training

Grove Villa Childcare recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. Grove Villa Childcare will strive towards the provision of inclusion, equality and diversity training for all staff on an annual basis.



Personnel

Grove Villa Childcare's policies in respect of personnel are governed by the following:

- the best interests of the children, their welfare, safety, care and development
 - the requirements of the Statutory Framework for the Early Years Foundation Stage and Ofsted's Early Years Directorate.
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- meeting the needs of the children including maintaining continuity of care
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- compatibility between all members of staff and the building of a good team spirit
 - consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential
-
- equal pay for work of equal value
-
- compliance with the current legislation including the principles of the Employment Act 2002
 - the provision of a personnel specification and job description for each member of staff
 - the provision of a statement of terms and conditions for each member of staff
 - when recruiting members of staff, the applicant should be made aware of the policies and procedures, especially those relating to discrimination and equal opportunities
-
- prior to commencement of employment the successful applicant shall be provided with an offer letter (conditional on Criminal Record Bureau clearance) with the job description and induction procedure
-
- harassment of any member of staff that can be classed as sexual, racial, age, religious, or political belief related will not be acceptable. This includes unwanted verbal or physical advances - the key factor in assessing harassment is whether it is unwanted.



Curriculum

The curriculum offered at Grove Villa Childcare encourages children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- making children feel valued and good about themselves
- ensuring that children have equality of access to learning and opportunities reflecting the widest possible range of communities in the choice of resources avoiding stereotypes or derogatory images in the selection of materials
- celebrating a wide range of appropriate festivals
- creating an environment of mutual respect and tolerance
- helping children to understand that discriminatory behaviour and remarks are unacceptable ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

Food

- we will work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met
- we will help children to learn about a range of food, cultural approaches to meal times and eating, and to respect the differences among them.

Meetings

- meetings will be arranged to ensure that all families who wish to, may be involved in the running of Grove Villa Childcare.
- information about meetings and activities will be communicated in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents have information about access to the meetings.



Parents & Carers as Partners

We believe that children benefit the most when parents and staff work together in partnership to ensure quality care and learning for the children. Staff at Grove Villa Childcare welcomes parents as partners and this relationship needs to be built on trust and understanding. It is important that we, as carers, can support parents in an open and sensitive manner. A two-way sharing of information is key to this. Grove Villa wishes to ensure parents are part of the care and education team within the setting.

Our policy is to:

- recognise and support parents as their child's first and most important educators, and to welcome them into the life of Grove Villa Childcare.
- generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- welcome all parents into Grove Villa Childcare at any time
- welcome nursing mothers.

Grove Villa will make available a private area whenever needed to offer space and privacy to these mothers.

- ensure that all new parents are aware of Grove Villa Childcare's policies and procedures. A detailed parent prospectus will be provided, and our full policy documents will always be available to parents as they will be kept in an easily accessible place within Grove Villa Childcare.
- maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- support parents in their own continuing education and personal development and inform them of relevant conferences, workshops and training
- create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as 'Open Days', 'Parents Evenings' and 'Parents Forum'
- inform parents about Grove Villa activities and events through regularly distributed newsletters
- operate a key person system involving parents for open discussions and information sharing regarding Grove Villa and home circumstances, and individual needs



- inform parents on a regular basis about their children's progress and involve them in the shared record keeping about their children. Parents' evenings will be held at least twice a year. Parents will be consulted with about the times of meetings to avoid excluding anyone
- consider and discuss fully all suggestions from parents concerning the care of their child and the running of Grove Villa Childcare
- provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of Grove Villa Childcare in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language
- inform all parents of the systems for registering queries, complaints or suggestions, and to check that these systems are understood by parents. All parents have access to our written complaints procedure
- provide opportunities for parents to learn about the Early Years Foundation Stage and about young children's learning.
- provide a written contract between the parent(s) and Grove Villa regarding conditions of acceptance and arrangements for payment
- respect the family's religious and cultural backgrounds and to accommodate any special requirements wherever possible and practical to do so
- to find out the needs and expectations of parents. These will be obtained through regular feedback via questionnaires, providing a suggestion system and encouraging parents to review working practices. These are then evaluated by Grove Villa Childcare to promote Grove Villa Childcare practice, policy and staff development.



Safeguarding Children

At Grove Villa Childcare we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form. We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures (please refer to our inclusion and equality policy for further information). Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document should be used in conjunction with Grove Villa Childcare's other policies and procedures.

Legal framework and definition of safeguarding

- Children Act 1989 and 2004
- Childcare Act 2006
- Safeguarding Vulnerable Groups Act 2006
- The Statutory Framework for the Early Years Foundation Stage (EYFS) 2014
- Working together to safeguard children 2015
- What to do if you're worried a child is being abused 2015
- Counter-Terrorism and Security Act 2015.

Safeguarding and promoting the welfare of children, in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2015').

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Help children to understand how they can influence and participate in decision-making and how to promote British values through play, discussion and role modelling
- Always listen to children



- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

Grove Villa Childcare is aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Due to the many hours of care we are providing, staff may often be the first people to identify that there may be a problem. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, health professionals or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

Grove Villa Childcare aims to:

- Keep the child at the centre of all we do
- Ensure staff are trained to understand the child protection and safeguarding policy and procedures, are alert to identify possible signs of abuse, understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children through bullying or discriminatory behaviour
- Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, share information and seek the help that the child may need
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures
- Make any child protection referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Cambridgeshire Safeguarding Children Board
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest
- Ensure that children are never placed at risk while in the charge of Grove Villa Childcare staff
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children or living or working on Grove Villa premises including reporting such allegations to Ofsted and other relevant authorities
- Ensure parents are fully aware of child protection policies and procedures when they register with Grove Villa and are kept informed of all updates when they occur
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the Cambridgeshire Safeguarding Children Board.



We will support children by offering reassurance, comfort and sensitive interactions. We will devise activities according to individual circumstances to enable children to develop confidence and self-esteem within their peer group.

Contact telephone numbers

Early help and Advice Hub 08456037627

Initial response team (for professional consultation) 08456037627

Emergency duty team (out of hours) 08456061212

Ofsted 0300 123 1231

Local Safeguarding Children Board (LSCB) 0333 013 8936

Non-emergency police 101

Emergency Police 999

Government helpline for extremism concerns 020 7340 7264

Types of abuse and procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them or by failing to act to prevent harm. Children may be abused within a family, institution or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

What to do if you're worried a child is being abused 2006

The signs and indicators listed below may not necessarily indicate that a child has been abused but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Aggressive behaviour
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.
- Recording suspicions of abuse and disclosures
- Staff should make an objective record of any observation or disclosure, supported by Grove Villa Childcare manager or Designated Safeguarding Co-ordinator (DSCO)-



This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure
- Exact words spoken by the child
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any other witnesses
- Name of the person to whom any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the *manager/*DSCO/*supervisor, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly, and disclosure is not forced, or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately.

It may be thought necessary that through discussion with all concerned the matter needs to be raised with the local authority children's social care team and Ofsted, and/or a Common Assessment Framework (CAF) needs to be initiated. Staff involved may be asked to supply details of any information/concerns they have with regard to a child. Grove Villa Childcare expects all members of staff to co-operate with the local authority children's social care, police, and Ofsted in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent or member of staff.

Physical abuse

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries. These should also be logged and discussed with Grove Villa Childcare manager or room leader.

Children and babies may be abused physically through shaking or throwing. Other injuries may include burns or scalds. These are not usual childhood injuries and should always be logged and discussed with Grove Villa Childcare manager.

Female genital mutilation

This type of physical abuse is practised as a cultural ritual by certain ethnic groups and there is now more awareness of its prevalence in some communities in England including its effect on the child and any other siblings involved. For those nurseries caring for older children in their out of school facility this may be an area of abuse you could come across.

Symptoms may include

bleeding, painful areas, acute urinary retention, urinary infection, wound infection, septicaemia, and incontinence, vaginal and pelvic infections with depression and post-traumatic stress disorder as well as physiological concerns. If you have concerns about a child relating to this area, you should contact children's social care team in the same way as other types of physical abuse.

Fabricated illness

This is also a type of physical abuse. This is where a child is presented with an illness that is fabricated by the adult carer. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

Procedure

- All signs of marks/injuries to a child, when they come into Grove Villa Childcare or occur during their time at Grove Villa Childcare, will be recorded as soon as noticed by a staff member
- The incident will be discussed with the parent at the earliest opportunity, where felt appropriate
- Such discussions will be recorded, and the parent will have access to such records
- If there are queries regarding the injury, the local authority children's social care team will be notified in line with procedures set out by the Local Safeguarding Children Board (LSCB).

Sexual abuse

Action needs to be taken if the staff member has witnessed an occasion(s) where a child indicated sexual activity through words, play, drawing, had an excessive preoccupation with sexual matters or had an inappropriate knowledge of adult sexual behaviour or language. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words. The child may become worried when their clothes are removed, e.g. for nappy changes.

The physical symptoms may include genital trauma, discharge and bruises between the legs or signs of a sexually transmitted disease (STD). Emotional symptoms could include a distinct change in a child's behaviour. They may be withdrawn or overly extroverted and outgoing. They may withdraw away from a particular adult and become distressed if they reach out for them, but they may also be particularly clingy to a potential abuser, so all symptoms and signs should be looked at together and assessed.

If a child starts to talk openly to an adult about abuse they may be experiencing the procedure stated later in this document under 'recording abuse suspicions' will be followed.

Procedure:

- The adult should reassure the child and listen without interrupting if the child wishes to talk
- The observed instances will be detailed in a confidential report
- The observed instances will be reported to Grove Villa Childcare manager or DSCO
- The matter will be referred to the local authority children's social care team.

Emotional abuse

Action should be taken if the staff member has reason to believe that there is a severe, adverse effect on the behaviour and emotional development of a child, caused by persistent or severe ill treatment or rejection.

This may include extremes of discipline where a child is shouted at or put down on a consistent basis, lack of emotional attachment by a parent, or it may include parents or carers placing inappropriate age or developmental expectations upon them. Emotional abuse may also be imposed through the child witnessing domestic abuse and alcohol and drug misuse by adults caring for them.

The child is likely to show extremes of emotion with this type of abuse. This may include shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention. This type of abuse is harder to identify as the child is not likely to show any physical signs.

Procedure:

- The concern should be discussed with the *Grove Villa childcare manager/DSCO/*registered person
- The concern will be discussed with the parent
- Such discussions will be recorded, and the parent will have access to such records
- An Assessment Framework form may need to be completed
- If there are queries regarding the circumstances the matter will be referred to the local authority children's social care team.



Neglect

Action should be taken if the staff member has reason to believe that there has been persistent or severe neglect of a child (for example, by exposure to any kind of danger, including cold, starvation or failure to seek medical treatment, when required, on behalf of the child), which results in serious impairment of the child's health or development, including failure to thrive.

Signs may include a child persistently arriving at Grove Villa Childcare unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them), arriving at Grove Villa Childcare in the same nappy they went home in or a child having an illness or identified special educational need or disability that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs. Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at Grove Villa Childcare. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Procedure:

- The concern will be discussed with the parent
- Such discussions will be recorded, and the parent will have access to such records
- An assessment form may need to be completed
- If there are queries regarding the circumstances the local authority children's social care team will be notified.

Staffing and volunteering



Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by Grove Villa Childcare to care for children and who has an enhanced clearance from the Disclosure and Barring Service (DBS) to be left alone with children. We do not allow volunteers to be alone with children or any other adult who may be present at Grove Villa Childcare regardless of whether or not they have a DBS clearance.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children at Grove Villa Childcare. During induction staff will be given contact details for the LADO (local authority designated officer), the local authority children's services team, the Local Safeguarding Children Board (LSCB) and Ofsted to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

We have a named person within Grove Villa Childcare who takes lead responsibility for safeguarding and co-ordinates child protection and welfare issues, known as the Designated Safeguarding Co-ordinator (DSCO). Grove Villa Childcare's DSCO liaises with the Local Safeguarding Children Board (LSCB) and the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field.

The Designated Safeguarding Co-ordinator (DSCO) at Grove Villa Childcare is: Letang Wolstenholme.

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within Grove Villa Childcare are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information
- We give staff members, volunteers and students regular opportunities to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated within every member of staff's contract
- We request DBS checks -check staff's criminal history and suitability to work with children
- We abide by the requirements of the EYFS and any Ofsted guidance in respect to obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised



- We abide by the requirements of the Safeguarding Vulnerable Groups Act 2006 and the Childcare Act 2006 in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern
- We have procedures for recording the details of visitors to Grove Villa Childcare and take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner
- All staff will receive regular supervision meetings where opportunities will be made available to discuss any issues relating to individual children, child protection training and any needs for further support
- The deployment of staff within the setting allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the LSCB/ local authority children's social care team/police does not allow this. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases, the investigating officers will inform parents.

Confidentiality



All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the LSCB.

Support to families

Grove Villa Childcare takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the setting.

Grove Villa continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate in line with guidance of the LSCB with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

Employees, students or volunteers of Grove Villa Childcare or any other person living or working on the setting premises

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on Grove Villa Childcare premises regardless of whether the allegation relates to the setting premises or elsewhere, we will follow the procedure below.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation, then this should be reported to the *owner/*registered person/*DSCO/*deputy manager instead.

The Local Authority Designated Officer (LADO), Ofsted and the LSCB will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LADO will be informed immediately for advice and guidance
- A full investigation will be carried out by the appropriate professionals (LADO, Ofsted, LSCB) to determine how this will be handled
- Grove Villa Childcare will follow all instructions from the LADO, Ofsted, LSCB and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LADO support and advice
- Grove Villa Childcare reserves the right to suspend any member of staff during an investigation
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being reinstated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in



the termination of employment. Ofsted will be notified immediately of this decision.

Grove Villa will also notify the Disclosure and Barring Service (DBS) to ensure their records are updated

- All records will be kept until the person reaches normal retirement age or for 21 years and 3 months years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary reinvestigation
- Grove Villa Childcare retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Counselling will be available for any member of Grove Villa Childcare who is affected by an allegation, their colleagues in Grove Villa and the parents.

e-Safety

Grove Villa Childcare is aware of the growth of internet use and the advantages this can bring. However,



it is also aware of the dangers and strives to support children, staff and families in using the internet safely.

Within Grove Villa Childcare we do this by:

- Ensuring we have appropriate antivirus and anti-spyware software on all devices and updating them regularly
- Using approved devices to record/photograph in the setting
- Never emailing personal or financial information
- Reporting emails with inappropriate content to the internet watch foundation (IWF www.iwf.org.uk/)
- Ensuring content blockers and filters are on our computers, laptops and any mobile devices
- Ensuring children are supervised using internet devices
- Using tracking software to monitor suitability of internet usage (for older children)
- Integrating e-safety into the setting's daily practice by discussing computer usage 'rules' deciding together what is safe and what is not safe to do online
- Talking to children about 'stranger danger' and deciding who is a stranger and who is not, comparing people in real life situations to online 'friends'
- When using Skype and FaceTime (where applicable) discussing with the children what they would do if someone they did not know tried to contact them
- We encourage staff and families to complete a free online e-safety briefing which can be found at <http://moodle.ndna.org.uk/>

Grove Villa Childcare has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of * Grove Villa Childcare manager/*owner/DSCO/*registered person at the earliest opportunity.

Special Educational Needs Statement



Special educational needs (SEND) and disabilities

At Grove Villa Childcare we are committed to the inclusion of all children. All children have the right to be cared for and educated to achieve the best possible outcomes, to share opportunities and experiences and develop and learn alongside their peers. We provide a positive and welcoming environment where children are supported according to their individual needs.

We recognise that some children may have additional needs that may require help, intervention and support. These needs may be short-lived for a time in the child's life or may require longer-term or lifelong support. At all times we will work alongside each child's parents and any relevant professionals to share information, identify needs and help the child and their family access the support they need.

In accordance with our admissions policy, we are committed to providing a childcare place, wherever possible, for children who may have special educational needs (SEND) and/or disabilities according to their individual circumstances, and the setting's ability to make any reasonable adjustments to provide the necessary standard of care. All children will be given a full settling in period when joining Grove Villa according to their individual needs.

Where we believe a child may have learning difficulties and/or a disability that has not previously been acknowledged, we will work closely with the child's parents and any relevant professionals to establish the child's needs and to secure any action that may be required. We recognise that children with disabilities may not have SEND but may need Grove Villa Childcare to make reasonable adjustments to enable them to make full use of the setting's facilities.

Where we have emerging concerns about a child and/or where a child has identified additional needs or a disability, we will find out as much as possible about the needs of the child and any support the child or family may need to ensure the child makes the best progress in their learning and development.

We do this by:

- liaising with the child's parents
- observing each child's development and monitoring such observations regularly
- liaising with any other relevant professionals engaged with the child and their family
- seeking any specialist help or support
- researching relevant publications/sources of help
- reading any reports that have been prepared
- attending any assessment or review meetings with the local authority/professionals.

Legal framework and definitions

The relevant legislation underpinning this policy includes:

- Special Educational Needs and disability Code of Practice: 0 to 25 years
- The Children and Families Act 2014, Part 3
- The Equality Act 2010
- Special Educational Needs and Disability Regulations 2014
- Statutory Framework for the Early Years Foundation Stage (from September 2014)
- Working Together to Safeguard Children 2013

We use the definitions set out in the law to describe SEN and disabilities.

- A child has SEND if they have a learning difficulty or disability which calls for special educational provision to be made for them.
- A learning difficulty or disability means that a child of compulsory school age has a significantly greater difficulty in learning than most other children of the same age; and/or has a disability which prevents or hinders them from making use of the sort of facilities generally provided for others of the same age.
- For children aged two or more, special educational provision is educational provision that is additional to or different from that made generally for other children of the same age. For a child under two years of age, special educational provision means educational provision of any kind.
- A child under compulsory school age has SEND if he or she is likely to have a learning difficulty or disability when they reach compulsory school age or would do so if special educational provision was not made for them.
- A disability is defined in the Equality Act 2010 as ‘a physical or mental impairment which has a long-term and substantial adverse effect on their ability to carry out normal day-to-day activities’. ‘Long-term’ is defined as ‘a year or more’ and ‘substantial’ is defined as ‘more than minor or trivial’. This definition includes sensory impairments such as those affecting sight or hearing, and long-term health conditions such as asthma, diabetes, epilepsy, and cancer. Children with such conditions do not necessarily have SEN, but there is a significant overlap between disabled children and those with SEN. Where a disabled child requires special educational provision, they are also covered by the SEN definition.

Aims

Grove Villa has regard to the statutory guidance set out in the Special Educational Needs and Disability Code of Practice: 0 to 25 years (2014). We have clear arrangements in place to support children with SEN and disabilities.

We aim to:

- Recognise each child's individual needs through gathering information from parents and others involved with the child on admission and through our procedures for observation and assessment
- Ensure all staff understand their responsibilities to children with SEN and disabilities and have regard to the guidance given in the Special Educational Needs and Disability Code of Practice 2014
- Plan, provide or help parents to obtain any additional help or support for any needs not being met by the universal service provided by Grove Villa Childcare
- Include all children and their families in our provision, making reasonable adjustments where needed
- Provide well-informed and suitably trained practitioners to help support parents and children with special educational needs and/or disabilities
- Identify any emerging concerns that might suggest a child has special educational needs and/or disabilities at the earliest opportunity and plan for those needs through a range of strategies
- Share any information received and assessments made by Grove Villa with parents and support parents in seeking any help they or the child may need
- Seek any additional help needed including requesting an Education, Health and Care (EHC) Needs Assessment where Grove Villa's own actions are not helping the child to make progress
- Work in partnership with parents and other agencies to meet the individual children's needs, including health services and the local authority, and seek advice, support and training where required
- Monitor and review our practice and provision and, if necessary, adjust and seek specialist equipment and services if needed
- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of Grove Villa day according to their individual needs and abilities
- Ensure that gifted and talented children who learn more quickly are also supported
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning

We will:

- Develop and maintain a core team of staff who are experienced in the care of children with additional needs. Staff will be provided with specific training to help them make any special educational provision needed and meet the requirements of the Special Educational Needs and Disability Code of Practice 2014
- Identify a member of staff to be our Special Educational Needs Co-ordinator (SENCO) and share their name with parents (see below for an explanation of their role)
- Provide a statement showing how we provide for children with learning difficulties and/or disabilities and share this with staff, parents and other professionals
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the setting
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is, as far as possible, suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Provide differentiated activities to meet all individual needs and abilities to give a broad and balanced early learning environment for all children including those with learning difficulties and/or disabilities

- Ensure that parents are consulted with and kept informed at all stages of the assessment, planning, provision and review of their child's care and education, including seeking any specialist advice
- Ensure that children's views are sought and listened to
- Use a graduated approach (see explanation below) to identifying, assessing and responding to children who have emerging difficulties, suggesting they may have special educational needs or a disability that requires a different approach
- When planning interventions and support, agree the outcomes and the expected impact on progress and a date for review
- Hold review meetings with parents at the agreed times and agree any changes or adjustments to support
- Seek any further advice or support needed including multi-agency approaches, Early Support and requesting an Education, Health and Care (EHC) Needs Assessment where Grove Villa's own actions are not helping the child make progress
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Provide parents with information on sources of independent advice and support
- Keep records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources, in so far as we can (human and financial), to implement our SEN/disability policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. assessment information, targeted plans and outcomes, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. braille, audio, large print, additional languages
- Monitor and review our policy annually.

The role of the Special Education Needs Co-ordinator (SENCO)

The role of the SENCO is to provide a lead for staff in relation to SEN and disabilities and to make sure procedures are followed, appropriate records kept, and parents are involved. The child's practitioner (key person) will normally remain responsible for working with the child daily and for planning and delivering an individualised programme.

The responsibilities of our SENCO are:



- ensuring all practitioners in the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN
- advising and supporting colleagues
- ensuring parents are closely involved throughout and that their insights inform action taken by the setting
- liaising with professionals or agencies beyond the setting.

Grove Villa Childcare SENCO is Letang Wolstenholme

Graduated approach

In line with requirements of the Special Educational Needs and Disability Code of Practice, we take a graduated approach to working with children with emerging concerns and their families.

This approach includes:

- An analysis of the child's needs including whether we should seek more specialist help from health, social services or other agencies
- An agreement about the interventions and support needed and the expected impact on progress and a date for review
- Implementation of the interventions or programmes agreed, including assessing the child's response to the action taken
- A review of the effectiveness of the support and its impact on the child's progress by the key person, SENCO, the child's parent(s) and the views of the child, including any agreed changes to outcomes and support
- Revisiting this cycle of action in increasing detail and frequency including seeking further specialist help to secure good progress until the SENCO, key person, the child's parent(s) and any other professionals involved agree intervention is no longer needed or decide to request an education, health and care needs assessment (see below).

Education, Health and Care (EHC) Needs Assessment and Plan

If the help given through the setting's graduated approach is not enough to enable the child to make satisfactory progress, we may request, in consultation with the parents and any external agencies already involved, an assessment of the child's needs by the local authority. This is called an Education, Health and Care (EHC) assessment. The assessment will decide whether a child needs an EHC assessment plan. This plan sets out in detail the education, health and social care support that is to be provided to a child who has SEN or a disability. The local authority will consult with parents and let them know the outcome of the assessment.

Early help assessment



If we believe a child and their family would benefit from support from more than one agency, for example where a child may have difficulties linked to poor housing or difficult domestic circumstances, we may request or carry out an inter-agency assessment to get early help for the family. This early help assessment aims to ensure that early help services are co-ordinated and not delivered in a disjointed way.

Early Support

Where children have disabilities, we may seek additional help and resources through the Early Support Programme which co-ordinates health, education and social care support for the parents and carers of disabled children from birth to adulthood. There is more information on the Council for Disabled Children website

<http://councilfordisabledchildren.org.uk/earlysupport>

Local Offer

The purpose of the local offer is to improve choice for families by providing information about services available for young children who have special educational needs and/or disabilities (SEND).

All Early Years settings in Cambridgeshire are expected to identify and support children with special educational needs to make the best possible progress. Early Years settings are supported to be as inclusive as possible by the LA so that the needs of young children with SEND are met.

Students



Grove Villa Childcare is committed to sharing best practice with those wishing to pursue a career in childcare. Therefore, students will be welcome to join our staff and gain work experience within our setting. We welcome the chance to encourage training. We accept student placements and recognise this as an opportunity to examine and revise our own practice. We will only have one student at a time as we feel this reduces unnecessary pressure on staff members. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

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

Students will attend a pre-visit to Grove Villa Childcare for an interview, followed by their student induction and Grove Villa tour. At this time students will have the opportunity to read and discuss relevant health and safety policies, receive a copy of the Student Handbook which includes their hours, dress code, Grove Villa telephone number and important policies and procedures such as confidentiality, Health and Safety, Manual handling and what to do in a fire drill. They will also have to sign their contract in readiness for their first day:

- students will always be supervised by a member of staff assigned to them and will not be left alone with the children
- we require students to keep to our confidentiality policy
- it is expected that during the student's placement, their tutor will visit the setting or have verbal communication with the student co-ordinator to receive feedback about the student's progression from the manager and the students' mentor
- students will be offered support and guidance throughout their placement and offered constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities and will aid their development
- an accurate evaluation of ability and performance for both students and training providers will be provided and Grove Villa Childcare will support students who are experiencing difficulties with action plans if needed
- to maintain parent partnerships, parents will be informed of when students are present in the setting by way of the parent notice board. Wherever possible this will be accompanied by a recent photograph of the student.

All students on placement must adhere to the same codes of conduct as permanent staff and this also applies to time-keeping and dress codes. Confidentiality must always be upheld. Students are attached to a senior member of staff (their mentor), who supervises their work and will explain the safety and fire



requirements. All students are encouraged to contribute fully to the setting routine and to spend some time in each area. Students must not be left alone with children and they should only be allowed to change nappies when supervised.



Arrivals & Departures

It is the policy of Grove Villa Childcare 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 in 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 visitor's book.



Health & Safety

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We wish to develop and promote a strong health and safety culture within Grove Villa Childcare for the benefit of all staff, children and parents. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

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

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

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises. To achieve this, we will actively work towards the following objectives:

- establish and maintain a safe and healthy environment throughout the setting
- establish and maintain safe working procedures amongst staff and children
- make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances
- ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the setting, to avoid hazards and contribute positively to their own health and safety at work, and to ensure that they have access to health and safety training as and when provided
- maintain a healthy and safe place of work and safe entry and exit from it
- formulate effective procedures for use in case of fire and other emergencies and for evacuating Grove Villa Childcare's premises
- follow the regulations of the Health & Safety at Work Act 1974 and any other relevant legislation.

We believe the risks in the setting environment to be low but to maintain the maximum protection for children, staff and parents/carers we consider it necessary to:

- ensure the highest entrances and exits from the building, including fire exits always remain clear



- regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action
- ensure that all staff are aware of the fire procedures and regular fire drills are carried out
- ensure that all members of staff are aware of the procedures in case of accidents
- ensure that all members of staff take all reasonable action to control the spread of infectious diseases and that they wear protective gloves and clothes where appropriate
- prohibit smoking on the premises
- prohibit any contractor working on the premises without prior discussion with the officer in charge to negate any risks to the staff or children
- no inappropriate jewellery to be worn. One pair of stud earrings and wedding/engagement rings are acceptable
- dress code is smart and practical with sensible shoes. All long hair must always always be tied back
- no running inside the premises
- all electrical sockets should be protected by safety plugs, and there should be no trailing wires
- all cleaning materials/toilet cleaner to be placed out of the reach of children
- protective clothing should be worn when serving food
- prohibit certain foods e.g. peanuts are not allowed in the setting
- telephone calls must be received before 7:30am if a member of staff is not well enough to attend work
- all staff should familiarise themselves with the First Aid boxes and know who the appointed First Aider is Letang Wolstenholme
- children must always be supervised
- no student should be left unsupervised at any time.



Responsibilities

Responsibility for Health and Safety in the setting is that of Letang Wolstenholme.

The manager has overall and final responsibility for this policy being carried out at: Grove Villa Childcare, Grove Villa, 7 Cambridge Road, Godmanchester, Huntingdon, Cambridgeshire, PE29 2BW.

The deputy manager will be responsible in her absence.

All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and safe workplace and to take reasonable care of themselves and others.

Neglect of health and safety regulations will be regarded as a disciplinary matter.

Whenever a member of staff notices a health or safety problem, which they are not able to put right, they must immediately report to the appropriate person named above.

Daily contact, monthly staff/planning meetings and health and safety meetings provide consultation between management and employees.

Other health and safety areas are managed by:

- safety training
- safety inspections
- investigating accidents
- monitoring the maintenance of equipment
- risk assessments



Confidentiality

At Grove Villa Childcare we have an open access policy in relations to accessing information about the setting and parents own children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome to view the policies and procedures of Grove Villa Childcare which govern the way in which the setting operates. These may be viewed at any time when Grove Villa Childcare is open, simply by asking the manager. Grove Villa Childcare manager or any other staff member will also explain any policies and procedures to parents/ carers or use any other methods to make sure that parents understand these in line with Grove Villa Childcare's communications policy.

Parents are welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. All parent, child and staff information are stored securely according to the requirements of data protection registration including details, permissions, certificates and photographic images. We will ensure that all staff understands the need to protect the privacy of the children in their child care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

Grove Villa Childcare records and documentation are kept and stored in accordance with minimum legal archiving requirements. If there are any questions regarding the business handling of personal or public data, please feel free to [email us](#).

The setting's work with children and their families will bring us into contact with confidential information. It is a legal requirement on the setting to hold information about the children and families using the setting and the staff working at Grove Villa Childcare. This information is used for registers, invoices and for emergency contacts. However, all records will be stored in a locked cabinet in line with data protection registration.

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

- storing confidential records in a locked filing cabinet
- ensuring that all staff are aware that this information is confidential and only for use within Grove Villa Childcare
- ensuring that parents have access to files and records of their own children but not to those of any other child



- gaining parental permission for any information to be used other than for the above reasons

The staff, through their close relationship with both the children and their parents, may learn more about the families using the setting. All staff are aware that this information is confidential and only for use within Grove Villa Childcare setting.

If any of this information is requested for whatever reason, the parent's permission will always be sought. Staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person. Students on placement in the setting are advised of our confidentiality policy and required to respect it

Issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions

Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to know" basis. If, however, a child is considered at risk, our child protection policy will override confidentiality.

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



Camera Mobile phone and Recording Device Use Policy

At Grove Villa we recognise that photographs and video recordings play a part in the life of the setting. We ensure that any photographs or recordings taken of children in our setting are only done prior written permission from each child's parent or guardian. We obtain this when each child is registered, and we update it on regular basis to ensure that this permission still stands.

We ask for individual permissions for photographs and video recordings for a range of purposes including: use in the child's learning journey, for display purposes, for promotion materials including our setting website, brochure and the local press. We ensure that parents understand that where their child is also in another child's photograph, but not as the subject of focus, that may be used in another child's learning journey.

If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning. Staff are not permitted to take photographs or recordings of a child on their own cameras, mobile phones or other devices and may only use media and equipment provisioned by Grove Villa. The manager will monitor all photographs and recordings to ensure that the parent's wishes are met.

Parents are not permitted to sue any recording device or camera (including those on mobile phones) on Grove Villa premises without the prior consent of the manager. During special events, e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain permission for each child before the event. This will ensure all photographs taken are in line with parental consent. We ask that photos of events such as Christmas parties are not posted on any social media platforms, websites, or forums without explicit permission from parents of all children included in the picture.

Additionally, parents, carers and visitors are **not** permitted to use their mobile phones while on the premises. If there are any questions regarding this policy, please feel free to [email us](#).

Intimate care

1. What is intimate care?

Intimate care encompasses areas of personal care, such as nappy/pads changing, washing and dressing.

2. Our approach to best practice

Support for children/young people with intimate care needs will be carefully planned and the setting will ensure that:

- Staff who provide intimate care are trained to meet the needs of individual children.
- All staff adhere to the setting's safeguarding and child protection policy.
- Suitable equipment and facilities are made available.
- Staff carrying out intimate care are appropriately supported.
- Where possible one-to-one care will be provided unless there is an identified need for having more adults.

- Intimate care is discussed and agreed with parents and carers.

The needs and wishes of the child/young person are taken into consideration.

- An appropriate written plan for intimate personal care is discussed, agreed and shared with the child or young person and their family, signed by all involved and reviewed on a regular basis.
- Intimate care is logged and recorded, and records retained. The record will include the date and time the intimate care was carried out and by whom.
- Equal opportunities legislation is taken into account.
- Mobile phones, cameras and technological devices are not used by children or staff in areas where intimate care is carried out.

Intimate care – safeguarding children

If a member of staff has any concerns about physical or behavioural changes in a child/young person's presentation, e.g. marks, bruises, soreness, they will immediately pass their concerns to the Designated Person for child protection in their setting. In the event of an allegation being made against a member of staff, volunteer or student, the procedures for Allegations of Abuse (as per the guidance and flow chart) will be followed.

Visits and outings

The setting has procedures and plans in place for the day-to-day intimate care needs of a child or young person, but further consideration and risk assessment will need to be taken in good time before a trip or for an activity.



Administering medicines

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. We ensure that where medicines are necessary to maintain health of the child, they are given correctly and in accordance with legal requirements. In many cases, it is possible for children's GPs to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting.

If a child has not had a medication before, especially a baby/child under two, it is advised that the parent keeps the child at home for the first 48 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect. Our staff are responsible for the correct administration of medication to children for whom they are the key person / Level 3 qualified member of staff is responsible for the correct administration of medication to children who attend my setting. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. In the absence of the key person, the manager/deputy manager is responsible for the overseeing of administering medication. We notify our insurance provider of all required conditions, as laid out in our insurance policy.

Procedures

Children taking prescribed medication must be well enough to attend the setting. We only usually administer medication when it has been prescribed for a child by a doctor (or other medically qualified person). It must be in-date and prescribed for the current condition.

Non-prescription medication, such as pain or fever relief (e.g. Calpol) and teething gel, may be administered, but only with prior written consent of the parent and only when there is a health reason to do so, such as a high temperature.

Children under the age of 16 years are never given medicines containing aspirin unless prescribed specifically for that child by a doctor. The administering of un-prescribed medication is recorded in the same way as any other medication. We may administer children's paracetamol (un-prescribed) for children under the age of 2 years and 6 months with written consent of the parents in the case of a high temperature. This is to prevent febrile convulsion and where a parent or named person is on their way to collect the child.

Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children. On receiving the medication, a member of staff checks that it is in date and prescribed specifically for the current condition.

Parents must give prior written permission for the administration of medication. The staff member receiving the medication will ask the parent to sign a consent form stating the following information.



No medication may be given without these details being provided: - the full name of child and date of birth - the name of medication and strength - who prescribed it - the dosage and times to be given in the setting - the method of administration - how the medication should be stored and its expiry date - any possible side effects that may be expected - the signature of the parent, their printed name and the date

The administration of medicine is recorded accurately on the medication form and is signed by the person administering the medication and a witness. Parents are shown the record at the end of the day and asked to sign the record to acknowledge the administration of the medicine.

The medication form records the:

- name of the child
- name and strength of the medication
- name of the doctor that prescribed it
- date and time of the dose - dose given and method
- signature of the person administering the medication and a witness who verifies that the medication has been given correctly
- parent's signature (at the end of the day).

If the administration of prescribed medication requires medical knowledge, we obtain individual training for the relevant member of staff by a health professional.

If rectal diazepam is given, another member of staff must be present and co-signs the record.

No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell their key person/ level 3 qualified member of staff what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

We monitor the medication records; monitored to look at the frequency of medication given in the setting. For example, a high incidence of antibiotics being prescribed for a number of children at similar times may indicate a need for better infection control.

Storage of medicines

All medication is stored safely in a locked cupboard or refrigerated as required. Where the cupboard or refrigerator is not used solely for storing medicines, they are kept in a marked plastic box.

The child's key person is responsible for ensuring medicine is handed back at the end of the day to the parent.

For some conditions, medication may be kept in the setting to be administered on a regular or as-and-when required basis. Key persons check that any medication held in the setting, is in date and return any out of date medication back to the parent



Children who have long term medical conditions and who may require ongoing medication

We carry out a risk assessment for each child with a long-term medical condition that requires on-going medication. This is the responsibility of our manager alongside the key person. Other medical or social care personnel may need to be involved in the risk assessment.

Parents will also contribute to a risk assessment. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.

For some medical conditions, key staff will need to have training in a basic understanding of the condition, as well as how the medication is to be administered correctly. The training needs for staff form part of the risk assessment.

The risk assessment includes vigorous activities and any other activity that may give cause for concern regarding an individual child's health needs.

The risk assessment includes arrangements for taking medicines on outings and advice is sought from the child's GP if necessary where there are concerns.

An individual health plan for the child is drawn up with the parent; outlining key persons role and what information must be shared with other adults who care for the child.

The individual health plan should include the measures to be taken in an emergency.

We review the individual health plan every six months, or more frequently if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.

Parents receive a copy of the individual health plan and each contributor, including the parent, signs it.

Managing medicines on trips and outings

If children are going on outings, the key person for the child will accompany the children with a risk assessment, or another member of staff who is fully informed about the child's needs and/or medication.

Medication for a child is taken in a sealed plastic box clearly labelled with the child's name, the original pharmacist's label and the name of the medication. Inside the box is a copy of the consent form and a card to record when it has been given, including all the details that need to be recorded in the medication record as stated above. For medication dispensed by a hospital pharmacy, where the child's details are not on the dispensing label, we will record the circumstances of the event and hospital instructions as relayed by the parents.



On returning to the setting the medicine record is kept in kitchen and the parent signs it.

If a child on medication has to be taken to hospital, the child's medication is taken in a sealed plastic box clearly labelled with the child's name and the name of the medication. Inside the box is a copy of the consent form signed by the parent.

This procedure should be read alongside the outings procedure.



Infectious & Contagious Diseases

If your child has any of the following infections/contagious diseases we will follow the recommended lengths of times of exclusions (once well) as set out in our policies and procedures and as advised:

German Measles (rubella)

Exclusion: five days from onset of rash.

The child is most infectious before the diagnosis is made. Female staff who are exposed to rubella in early stages of pregnancy and who are not immunised may be at risk so should inform their GP promptly.

Chicken Pox

Exclusion: five days from onset of rash.

Female staff exposed to disease in early pregnancy (first 20 weeks) and late pregnancy (last 3 weeks before birth) should inform their GP promptly. Vulnerable children (children being treated for leukaemia or other cancers, children on high dosages of steroids by mouth or with a condition which seriously reduces their immunity) are especially vulnerable to chicken pox and their parent/carer should be informed promptly of their exposure.

Measles

Exclusion: five days from onset of rash.

Vulnerable children (children being treated for leukaemia or other cancers, children on high dosages of steroids by mouth or with a condition which seriously reduces their immunity) are especially vulnerable to measles and their parent/carer should be informed promptly of their exposure.

Cold Sores (Herpes simplex virus)

Exclusion: None

Many healthy children and adults excrete this virus at some time without having a "sore"

Impetigo

Exclusion: If lesions are not crusted, healed or covered.

NB: Antibiotic treatment will be required from GP. If lesions can be reliably covered, exclusion can be shortened. If covered spare dressings must be supplied with the child.

Scabies

Exclusion: Until treated by GP – all persons in household should also be treated.

Scarlet Fever

Exclusion: five days from commencing antibiotics.

Diarrhoea and/or vomiting (with or without a specific diagnosis)

Exclusion: 24 hours after both have ceased.



E. Coli

Depending on type – further advice must be taken.

Salmonella

Exclusion: 24 hours after diarrhoea and vomiting has ceased.

Tuberculosis (T.B)

Further advice must be taken

Whooping Cough (Pertussis)

Exclusion: five days from commencement of antibiotic treatment.

N.B. Non-infectious coughing may continue for many weeks.

Conjunctivitis

Exclusion: None. Must advise to see GP

Mumps

Exclusion: five days from onset of swollen glands

Children are most infectious prior to diagnosis.

Nits (Head lice)

Exclusion: None.

Request treatment is given.

Illnesses and Injuries

If a child or adult sustains a serious injury due to an accident First Aid will be administered by the Manager or another trained staff and an ambulance will be called. In the case of a child their parents or carer will be notified immediately. A First Aid trained member of staff will accompany the child in the ambulance to the hospital until the parent or carer arrives. The accident must be recorded immediately in the Accident Recording book.

We also have a duty to notify local child protection agencies of any serious accident or injury to any child whilst in our care. If we have reason to believe that any child is suffering from a notifiable disease we will inform Ofsted.



Non-Collection of Children

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Parents and staff agree on a password that will be used in the event that someone unknown to Grove Villa has been asked to collect the child. The person collecting the child will be required by staff to give the appropriate password before the child is released to their care.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected by an authorised adult and the staff can no longer supervise the child on our premises - we apply the following procedures:

- We check for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form.

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

- We contact the Duty Social Worker with Cambridgeshire Children and Young People's Service (telephone number 0345 045 5203 (office hours) 01733 234 724 (out of hours).
- The child stays at Grove Villa Childcare in the care of the Manager or nominated staff until the child is safely collected either by the parents or by a social worker.
- Social workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed.



Smoking

From 1st July 2007 all enclosed public spaces in England and Wales must be smoke free. 'No smoking' signs will be displayed in a prominent position by the entrance.

There will be no smoking on the premises of Grove Villa Childcare.

Feedback

We will have regular staff meetings to discuss issues that come up throughout the working week. There will be a feedback box with information sheets to be completed by staff and parents/carers to provide management with feedback – good and bad.



Home visits

This policy has been written in order to promote the welfare requirements of the children in our care, in line with the Statutory Framework for the Early Years Foundation Stage. In conjunction with the settling Grove Villa policy, we will offer parents/carers the opportunity to have a home visit.

This will be an opportunity for the child's key person and a senior member of the team to visit the child in their own environment where they feel most confident and secure. It is important that the key person develops a rapport with both the child and parent/carer to ensure effective two-way communication.

Rationale

We believe that our first encounter with parents and children is crucial in helping to form a positive partnership between home and Grove Villa Childcare. Before coming to Grove Villa Childcare, parents/carers are their child's first carer/teacher. Parents/carers have valuable knowledge about their child, which will help staff to provide appropriate experiences for them at Grove Villa. Home visits provide a forum for such knowledge to be shared in an informal way.

Aim

To provide an opportunity for a new child and family to meet staff in their own home before the child starts Grove Villa.

Purpose

To help the child, family and staff get to know more about each other in the home environment where the child feels most relaxed.

To gather information and knowledge about the child and their individual care needs

To encourage parents to ask questions in an informal way

To begin to build a relationship with the child and parent/carer

The home visit is an optional service that Grove Villa Childcare provides, not all families wish to take up this offer, and the home visit is additional to our settling in procedure provided for all children.

Procedure

We will arrange a time that is mutually convenient for both the family and staff

A home visit will always be attended by two members of staff

The staff will make their own way to and way back from the families' home and this will take place during normal working hours

Two Staff will introduce themselves, show identification and explain the purpose of the visit

One member of staff uses the home visit as a means of talking to the family, gaining information about the child and answering any questions the family may have. The other member of staff will probably play with the child and take notes during this time

The staff will stay together during the home visit and would not expect to be left alone with the child and/or parent/carer during the visit



- We would not expect a home visit to last longer than 30 minutes maximum
- Staff will be conscious of the fact that they are guests in the families' home and will treat all
- families with a high level of respect and regard during the visit

During the home visit we will: -

- Introduce the Early Years Foundation Stage and how we use this at Grove Villa Childcare
- Discuss Grove Villa's routine and what opportunities are offered
- Go through Grove Villa's settling in and Starting policies
- Give the parent/carer a copy of their child's contact details sheet checking all the information is up to date and whether anything needs to be amended
- Ask the parent for the child's likes/dislikes, details of any comforters, routines and specific needs and interests
- Spend some time playing with the child, and if appropriate take a photo for their peg, registration and water bottle card
- Give parents/carers the opportunity to ask questions and/or express any concerns

Children cannot play and learn successfully if they are anxious or unhappy. In the event of a child not settling, Grove Villa Childcare may suggest that they come back when they are older or if Grove Villa feels that another form of childcare would be more appropriate, they will discuss the matter with parents/carers.



Extremism – the Prevent Duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to refer any concerns of extremism to the police (In Prevent priority areas the local authority will have a Prevent lead who can also provide support).

This may be a cause for concern relating to a change in behaviour of a child or family member, comments causing concern made to a member of the team (or other persons in the setting) or actions that lead staff to be worried about the safety of a child in their care.

Babies and toddlers

Care should be taken to ensure that babies/toddlers do not have access to activities containing small pieces, which could be swallowed or otherwise, injure the child

- potties should be washed and disinfected after every use
- each baby must have his/her own bedding. Cot mattresses must meet safety standards
- babies under two years should not be given pillows, cot bumpers or any soft furnishings to prevent risk of suffocation
- all highchairs should always be fitted with restraints and used
- babies should never be left propped up with bottles as it is both dangerous and inappropriate
- babies sleeping outside must always be supervised (cat/fly nets to be used on prams)
- sleep checks to be completed every 15 minutes. These are to be documented with the time and staff initials on the sleep check form
- staff should not change nappies whilst pregnant.

Sun care policy

Grove Villa Childcare is committed to ensuring that all children are fully protected from the dangers of too much sun. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

The following guidelines are for the prevention and care of children in the sun:

- children must have a clearly named sun hat
- children must have their own sun block cream named and dated with written consent for staff to apply
- children need light weight cotton clothing suitable for the sun
- children will not be out in the sun between 11.15am – 2.15pm on hot days
- children will wear a sun hat when outside on sunny days
- children will have sun cream applied before going outside and at frequent intervals during the day
- children are offered cooled water more frequently throughout the day.

Asian and black skin colouring

Carers of children with this type of skin should be aware that these skin types can be very tolerant to sunshine. However, it is important to remember that burning can still occur if living in Britain.

Visits & outings

As part of our curriculum the children at Grove Villa Childcare undertake a range of local outings including walks, visits, etc, off the premises and permission will be sought for your child to be included in such outings. Outings and visits are planned to complement and enhance learning opportunity and extend play opportunities for the children. These will be carefully planned and the following guidelines will be followed on all outings from the setting, however local or frequent they may occur.

- written permission will always be obtained from parents before taking children on trips
- appropriate staffing levels for outings depend on how the safety and the individual needs of the children can be assured
- a travel first aid box will always be taken on all outings along with any special medication or equipment required
- a completed Trip Register and parent/staff contact numbers will be taken on all outings
- regular headcounts will be carried out throughout the outing.
- a senior member of staff will always carry out a risk assessment identifying any potential hazards on the journey or at the location prior to the outing.
- all staff will be easily recognisable by other members of the group; they will wear a Grove Villa Childcare uniform. Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- at least one qualified first aider will always be a member of the group
- a mobile phone will be taken as a means of emergency contact

In the event of an accident, staff will assess the situation, if required, the group will return to Grove Villa Childcare immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to Grove Villa Childcare.

- a pre-visit checklist and risk assessment will always be carried out before the outing. It is recommended that the venue be visited prior to the trip. This will ensure that the chosen venue is appropriate for the age, stage and development of the children. A full risk assessment and outing plan will be carried out for each outing and this will be displayed for parents to access.

This plan will include details of:

- the name of the designated person in charge - the outing leader
- the name of the place where the visit will take place
- the estimated time of departure and arrival
- the number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- the equipment needed for the trip i.e. coats, safety reins, pushchairs, rucksack, packed lunch, etc.
- staff contact numbers
- method of transportation and travel arrangements (including the route)
- financial arrangements
- emergency procedures
- the name of the designated first aider and the first aid provision



- links to the curriculum

Use of vehicles for outings

All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the setting. The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned.

All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the vehicle e.g. to tyres, lights, etc, and a log book of maintenance, repairs and services is maintained. The vehicle is kept in proper order and is fully insured for business use and is also protected by breakdown cover. All vehicles are fitted to the supplier's instructions with sufficient numbers of safety restraints, appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts.

When we use a mini bus, the driver is checked that they are over 21 years of age and hold a P.V.C. driving license. This entitles the driver to transport up to 16 passengers. When children are being transported, there is always at least one adult in the vehicle, excluding the driver, where more than three children under the age of five years are being transported.

When planning a trip or outing using vehicles, records of vehicles and drivers including licenses, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- ensure seat belts are used
- ensure the maximum seating is not exceeded
- all children will be accompanied by a registered member of staff
- no child will be left in a vehicle unattended
- extra care will be taken when getting into or out of a vehicle
- the vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

In the event of a child being lost, the Lost Child Procedure will be followed:

- any incidents or accidents will be recorded in writing Ofsted



Lost child procedure (from Grove Villa Childcare)

In the unlikely event of a child going missing within/from Grove Villa Childcare, the following procedure will be implemented immediately.

- Grove Villa manager will be informed immediately, and all staff present will be informed and deployed to start an immediate thorough search of Grove Villa Childcare, followed by a search of the surrounding area, ensuring that all other children remain supervised throughout
- the manager will carry out a second search of the area
- if the child has still not been accounted for, the manager will contact the police
- the manager will also contact the parents/carers of the missing child
- during this period, staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the setting
- the manager will meet the police and parents/carers
- the manager will then await instructions from the police
- any incidents must be recorded in writing
- Ofsted must be contacted and informed of any incidents
- with incidents of this nature parents, carers and children may require support and reassurance following the traumatic experience.

Lost child procedure (outings)

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

- the organiser will be informed immediately, and all staff present will be informed and deployed to start an immediate thorough search of the area, ensuring that all other children remain supervised throughout
- if appropriate, on-site security will also be informed and a description of the child/children given
- in the event of a child not being found, the designated person in charge will immediately inform the police
- the designated person in charge will then inform Grove Villa Childcare who will contact the child's parents/carers giving details of what has happened. In the case of the whole setting being on an outing, all parents/carers details would be taken on the trip by the person in charge
- staff from Grove Villa Childcare will be sent to assist the safe return of the other children
- during this period, staff will be continually searching for the missing child, whilst other staff maintain the safety of the remaining children
- at least one member of staff will remain at the scene whilst others return to Grove Villa Childcare with the children. This member of staff will continue searching for the child/children
- the remaining member of staff will meet the police and parents/carers when they arrive at a designated point
- any incidents must be recorded in writing
- Ofsted must be contacted and informed of any incidents
- with incidents of this nature parents, carers and children may require support and reassurance following the traumatic experience.



Mobile phone and social networking

We believe our staff should be completely attentive during their hours of working, to ensure all children in Grove Villa Childcare receive good quality care and education. Therefore, mobile phones are not to be used during working hours. We also feel that restrictions need to be in place on staff when they access social networking sites. Grove Villa Childcare has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using Grove Villa Childcare view the staff.

- Mobile phones are not to be turned on during your working hours.
- Mobile phones must not be used unless on a designated break and then this must be away from the children.
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on Grove Villa's reputation.
- Staff must not post anything onto social networking sites that would offend any other member of staff or parent using Grove Villa Childcare.
- Staff should not allow parents to view their network page at any time and this relationship should remain professional at all the times.
- If any of the above points are found to be happening then the member of staff involved will face disciplinary action, which could result in dismissal