

Little Squirrels Community Nursery



POLICY DOCUMENTS



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KNL CHILDCARE LTD - COMPANY POLICIES

Parental Involvement Policy

Parent/carer's are the first educators of their children. The aim of this setting is to support their essential work.

We will;

Make all new parent/carer's aware of the group's policies.

Encourage parent/carer's on an individual basis to play an active part in the setting.

Involve parent/carer's in shared record keeping about their child either formally or informally.

Make known to parent/carer's the procedure to make suggestions or voice concerns.

Parent/carer's are asked to support the Nursery in various fundraising projects throughout the year

Settling - In Policy

In order to help your child feel safe and happy at Nursery,

We will;

Encourage pre-visits prior to start date, as many as you feel to be necessary, for your child.

Encourage parents/carer's, or other family members, where appropriate, to leave their child for short periods at first, building up to full sessions.

Have a flexible start date, your child could attend part time for a week or two.

Support families for as long as it takes to settle their child.

Reassure parent/carer's whose child seems to be taking a long time to settle in, *all children are different*.

We feel that unless children feel happy and settled they will not play or learn successfully.

Our 'settling in' policy aims to help parents and their children overcome their anxiety at entering Nursery.

Admissions Policy

We aim to make our Nursery accessible to children and families from all sectors of the local community.

We will discuss your child's individual needs prior to or during pre-visits.

We operate on a daily basis Monday - Friday 08.00 - 18.00

We operate during normal school holidays to help parents/carer's that work. We do close the Nursery on Bank Holidays and between Christmas and the New Year. You will be informed of these dates through newsletters.

If we are at full capacity we will operate a waiting list on a 'first come, first served' basis.

We make all our policies available to parent/carer's.

Confidentiality Policy

The Nursery's work with children and their families will sometimes bring us into contact with confidential information.

To ensure that all those using and working in the Nursery can do so with confidence we will respect confidentiality in the following ways;

- Parents/carer's have access to the files and records of their child at any time, but will not have access to information on other children.
- Staff will not discuss individual children or information given by parent/carer's, other than for purposes of curriculum planning, with people other than the parent/carer's of that child.
- Some information given to the manager may only be shared on a 'need to know' basis with staff, other than the deputy manager.
- Issues to do with employment of staff, whether paid or unpaid will remain confidential.
- All staff, helpers, students, etc. are required to sign a confidentiality pledge. Failure to comply with this will result in instant suspension.

Arrival & Departure Policy

Arrival

When the doors are opened at the beginning of each session, a member of staff is at the door to welcome the children and adults into the facility, recording arrival times. Also to check that only authorised people are entering and that no child is leaving un-escorted.

A member of staff is at the desk to answer any queries and to take payments.

All other members of staff are supervising/playing with the new arrivals.

Departure

At departure time one member of staff is at the door checking that all the children are leaving with the appropriate adult and to check that only authorised people are entering the facility

One staff member is answering queries, giving information to the parent/carers about their child's day.

All other staff members will be sat with the children.

All children's leaving times are recorded.

Child Collection Policy

Legislation states that until a person reaches the age of 18 they are not a responsible adult.

The safety of the child is of paramount importance to us. It is for this reason that we require that the person you have given permission to collect your child on the registration form is a responsible adult over the age of 18.

We will not allow your child to go home with a person under 18.

Uncollected Child Policy

If a child is not collected at the end of a session, we would;

1. Attempt to contact the parents/carer's
2. Attempt to contact another person on the emergency contact list.
3. Keep the child within Nursery at all times.
4. Contact Children's Services

Late Collection Policy

If you are continually late to pick your child up we will;

1. Issue a verbal warning
2. A £5 charge will be made for a late pick up and for every further 15minute segment you are late. This fee is levied to cover members of staff for overtime.
3. If lateness is continuous, your Nursery place may be withdrawn.

Missing Child Policy

If a child were thought to be missing the procedure would be;

1. Call a register and check numbers of children.
2. Staff members to conduct thorough search inside and outside of building and grounds.
3. Inform Police - Fill in details on missing child form.
4. Inform parents/carer's.
5. Complete Incident report

Security Policy

Between the hours of 8.00am - 6.00pm all doors are secured and entrance is through the main reception, via a buzzer system.

If a stranger came to collect a child and were found not to be named on the registration form then they would be unable to take the child without staff first contacting the parents/carer's.

If this caused a problem, with the stranger becoming agitated, they would be asked to leave the premises.

If they refused we would inform the stranger that we were contacting the police and they would be called.

Intimate Care Policy

We have four set times throughout the day when we check and change all children's nappies, these are mid morning, approx 10.30am, after lunch, approx 12.30pm, mid afternoon, approx 2.30pm and after tea, approx 5.00pm.

As well as these times, children are changed as and when needed. Staff wear gloves for each nappy change. The gloves are used only once and are disposed of in the nappy bin.

In between each nappy change the changing mat is cleaned with anti-bacterial cleaner and staff wash their hands.

All nappies are disposed of in the nappy bin, wet nappies are bagged once and soiled nappies are bagged twice.

All nappy changes/checks are recorded in a duplicate book and a copy given to parents/carers or noted in the Home/School Book.

Intimate Care Policy (cont.)

Parents/carers are asked to provide their child with nappies, wipes and cream, these are stored in your child's individual nappy basket.

When supplies are running low staff will inform parents/carers and ask you to refill.

Nappies will be checked during stay and play visits, this will be recorded and a copy given to parents.

Toilet Training Policy

Our Nursery aims to support and offer guidance to children whilst toilet training. We aim to achieve this by reminding children to go to the toilet throughout the course of the day. Before snack time and lunch and in the afternoon staff supervise their groups and encourage children to, use the toilet and flush, wash their hands with soap and water and dry them after, using either paper towels or the hand dryer provided.

In our areas we work within our staff ratios.

Children under 2 years	1 adult : 3 children
Children aged 2 years	1 adult : 4 children
Children 3 years - 8 years	1 adult : 8 children

As the children become more independent in using the toilet and hand washing facilities they are encouraged to go to the toilet un-aided. Staff regularly check on the toilet area throughout the day to clean potties, top up soap, toilet rolls and paper towels and are always on hand to help the children when needed. A record is kept of toilet cleaning.

In the case of children having an accident, staff will wear disposable gloves when changing the child out of their wet/soiled clothes. Staff will offer reassurance to the child and help in changing them into clean clothes.

All clothes will be bagged and labelled.

Staff will work closely with the parents to offer help and support, this may include asking parents to bring in the child's own potty or toilet training seat from home to use at Nursery & Pre School.

We will try to make this as easy and stress free a process for each child to help them become dry.

Safety Policy

The safety of young children is of paramount importance. In order to ensure the safety of both children and adults, the Nursery will ensure that;

- Adults supervise all children at all times.
- An accident book is available at each session to record any accident or incident that may occur, parents/carers will be asked to sign this in the event of an accident. This will be filled out by a senior member of staff.
- All adults are aware of the system in operation for children's arrival and departure and an adult will be at the door during these periods.
- Children will leave the building ONLY with authorised adults.
- Safety checks are made regularly, both inside and out.
- Equipment is checked before use and any dangerous items are removed.

Safety Policy (cont.)

- All ladders for display work will only be used away from the children when they are in separate rooms of the Nursery.
- Where necessary heaters, electric points, wires and leads are adequately guarded.
- All dangerous materials, including medicines and cleaning materials are stored out of reach of the children in the bathroom and kitchen.
- Children are not allowed in the kitchen area.
- Staff/Adults only have hot drinks in the kitchen area unless in an insulated, lidded mug.
- Fire drills are held twice a term.
- A register is completed at the beginning of each session and names are entered on our 'who's here today' board.
- A correctly stocked first aid box is available and at least 2 members of staff are fully first aid trained are on site at all times.
- There are always 2 adults present even when the number of children is below statutory requirements.
- On outings the adult/child ratio will be 1:2 (3 months – 2 yrs) and 1:3 (2 - 3 yrs) and 1:5 (3 – 8 years) plus volunteers, and the outings will be checked for safety.
- Equipment offered to children is developmentally appropriate; recognising that materials suitable for an older child may pose a risk to younger/less mature children.
- The premises are checked before locking at the end of each day.

Risk Assessment Policy

The management inspects the building and grounds regularly.

An annual risk assessment of the whole building, electrical equipment and toys is carried out.

Nursery management and staff check the building, equipment, toys and outside play areas daily, before use, findings are recorded.

Broken equipment/toys will be disposed of by the management and if required replaced. All staff members have a duty to report any broken or damaged items to the management.

Any safety issues with the building or outside play areas will be reported immediately to the management for repairs.

Karen Bolan is appointed risk assessment co-ordinator.

No Smoking Policy

THE NURSERY BUILDING, PLAY AREAS AND ALL GROUNDS ARE NO SMOKING AREAS.

PLEASE RESPECT THE LAW AND DO NOT SMOKE UNTIL YOU ARE OUTSIDE OF OUR PREMISES.

Health Policy

At Little Squirrels Community Nursery we realise the importance of a healthy lifestyle, physical activity and a balanced diet.

We understand that establishing healthy eating and physical activity in childhood can promote a healthy lifestyle in later life.

Allergies /dietary needs:

We ask for information about food allergies and dietary needs during pre-visits to the setting. This information is displayed in the food preparation area to ensure that all staff are aware. We will check all snacks to ensure they meet these requirements.

Due to the possibility of severe nut allergies we ask that food containing nuts are not brought into the premises.

Lunch times:

We ask that lunchboxes do not contain sweets or chocolate.

Water or diluted fruit juice is preferable to fizzy/sugary drinks.

We aim to promote independence skills, easily opened lunch boxes/containers and drinks really help with this.

Please clearly label all items.

Lunch does not have to be sandwiches. Ideas for alternatives could include: Cheese chunks, slices of ham, crackers, crumpets, rice cakes breadsticks, chopped fruit/vegetables etc.

Snack times:

We aim to provide healthy and nutritious snacks for children, using foods that are not high in sugar, salt, saturated fats or additives.

Drinks:

We are aware of the importance of drinking fluids throughout the day. We provide milk and water at snack times. Parents/carers are asked to provide a clearly named bottle of water or diluted fruit juice. We will refill these bottles with fresh water when needed throughout the day.

We aim to promote healthy eating throughout your child's time at Nursery through; tasting, exploring and cooking a range of healthy foods; growing our own vegetables.

Physical activity:

We realise the importance of physical activity and outside play. We aim to offer these experiences everyday. We use the our main play area as a space for dancing, movement and circle games.

We use the outdoor spaces for a variety of physical experiences in all weathers. (Please provide suitable, named clothing.) We aim to offer free in/out access when staffing allows. We also go on short walks to explore the surrounding environment.

Infectious illness:

Parents are asked to keep their children at home if they have any infection and to inform the Nursery of the nature, so that other parents can be alerted. Parents are asked not to bring their child into Nursery if they have vomited or had diarrhoea until 48hrs has elapsed since their last attack.

Should we have to contact you to collect your unwell child from Nursery we would ask you to sign our 'Sent Home Unwell' register as a record.

Your child must be well enough to participate in nursery activities, the Manager will take into account the demeanour of the child and whether they are well enough to participate in nursery activities. If having a child in affects staff to child ratios (as an unwell child may require one to one attention or higher ratio than normal) then they should not be at nursery. We will monitor regularly and will contact parents to ask thath they collect their child if they become unwell again. Your child's well being is paramount, if they are needing calpol and are unwell they should be at home.

Looked After Children

Emma Jacobs is the named person who will liaise with other professional in regard to looked after children

Medication Policy

If a child is on prescribed medicine;

The medicine should be clearly labelled with child's name and dosage and should be in the original packaging from the pharmacist and have the medicine information leaflet enclosed. It should be handed to a member of staff who will ask the parents/carer's to fill in the medicine book. The medicine will then be stored either in the kitchen cupboard or the refrigerator.

Only trained first aiders administer medication to children, we always have a least two first aiders on site at all times.

We only give medication when asked to do so by a parent or carer and if there is an accepted health reason to do so.

If a child has a long term medical condition and there is a specific medical need i.e. medication requires technical/medical knowledge, staff will be trained by a qualified health professional to enable them to administer this.

Non-prescribed medicine i.e. Calpol, is not given to poorly children at the Nursery. If your child needs Calpol administered during the day, please keep them at home as we feel this is the best place for an unwell child.

Equality & Diversity Policy

Little Squirrels Community Nursery is committed to providing equal opportunities for all the children in our care. We aim to provide an environment, which offers a comprehensive range of opportunities for each and every child.

The group works in accordance with all relevant legislation, including;

Equality Act 2010

Disabled Persons Act 1958, 1986

Disability Discrimination Act 1995, 2005

Race Relations Act 2000

Sex Discrimination Act 1975 (Amendment) Regulations 2003

Children Act 2004

We offer all our families, regardless of race, religion, and disability or sex the opportunity for their children to mix with other children and the freedom to share the equipment provided in a relaxed caring environment. Learning is promoted through a prejudice free environment, where positive attitudes towards all members of the society are encouraged.

We endeavour to promote the child's self esteem as well as developing awareness of those around them. Equality and Diversity Policy cont.

Within our group each child has equal status as a valued member of the whole group.

All of the above criteria also applies to staff members, students and volunteers.

Our setting believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example.

Equality & Diversity Policy (cont)

The principles that underpin how we achieve positive and considerate behaviour exist within the programme for promoting personal, social and emotional development.

We recognise that codes for interacting with other people vary between cultures and require staff to be aware of – and respect – those used by members of the setting.

We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.

We expect all members of our setting – children, parents, staff, volunteers and students – to keep to our guidelines, requiring these to be applied consistently.

We work in partnership with children's parents/carers. Parents/carers are regularly informed about their children's behaviour by their key person. We work with parents/carers to address recurring inconsiderate behaviour, using our observation records to help us to understand the cause and to decide jointly how to respond appropriately.

If you require documentation in a language other than English we will endeavour to have our work translated and to you within 28 working days

Special Educational Needs Policy

Our Nursery aims to have regard to the Department for Education 'Code of Practice' on the Identification and Assessment of Special Education Needs, and to provide a welcome and appropriate learning opportunity for all children, whilst upholding our confidentiality policy.

Children with special needs, like all other children are admitted to the Nursery after consultation between parents and the setting Manager.

Our system of observation and record keeping, which operates in conjunction with parents, enables us to monitor children's needs and progress on an individual basis.

If it is felt that a child's needs cannot be met in the Nursery without the support of a one-to-one worker then funding would be sought to employ additional members of staff.

We work in close liaison with outside agencies i.e. Speech and Language Therapist, Pre-School M.A.T. Team, Health Visitors etc. and, with the co-operation of all involved, a programme will be set up for the child with easily achievable targets on an Educational Development Plan (E.D.P.).

These will be reviewed regularly.

Our staff attend, whenever possible, 'in service' training on special needs arranged by the Early Years Partnership and other professional bodies.

Cathy Saunders and Shelley Clabon are the special educational needs co-ordinator (SENCO) team for Little Squirrels Community Nursery and attends regular training in this area.

Safeguarding Children Policy

Little Squirrels Community Nursery intends to create an environment, where children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to.

We will exclude known abusers by making it clear to applicants for posts within the group that the position is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

All applicants for work within the group will be interviewed and asked to provide two references, all such references will be taken up and an 'Enhanced' Criminal Records Bureau check will be undertaken. All appointments are for a trial period and will not be confirmed until the group is confident that the applicant can be safely entrusted with the children.

Training opportunities for all adults within the group to ensure that they recognise the symptoms of possible physical abuse, neglect, emotional abuse and sexual abuse will be sought and repeated every 3 years.

Adults will not be alone for long periods with individuals or small groups of children. An adult who takes a child for a 'one to one reflection' will do so in close proximity of other adults.

Children will be encouraged to develop a sense of self-awareness, self-worth and independence, through adult support, in making choices and in finding labels for their own feelings and acceptable ways to express them. This will enable the children to have the self-confidence and the vocabulary to resist inappropriate approaches.

Changes in children's behaviour/appearance, which give cause for concern will be investigated.

Parents/Carer's will normally be the first point of reference, though suspicions will also be referred, as appropriate, to the Child Protection Team. All such suspicions and investigations will be kept confidential, shared only with those who need to know.

Whenever worrying changes are observed in a child's behaviour, physical condition or appearance, a specific and confidential record will be set up in our file. This record will include, in addition to the name, address and D.O.B., timed and dated observations, describing objectively the child's behaviour/appearance, without comment or interpretation and where possible the exact words spoken by the child, dated and signed by the recorder. These records are not accessible to people in the group other than the Manager, Deputy and the Key person.

Little Squirrels Community Nursery have a responsibility to report any concerns regarding significant harm to a child in their care to the Child Protection Team and this may be done without prior consent from parents/Carers.

First Response Telephone Number

CAF Co-Ordinator Ruth Hayles Telephone 814374 ext 6785

Hellena Burrows and Karen Bolan are the Child Protection Liaison Officers (CPLO) at Nursery.

Child Abuse – Allegations Against A Staff Member

If you wish to make an allegation of child abuse against a member of staff, other than the Manager, please speak to the Manager in confidence.

The Manager will first report the matter to the child protection team and OFSTED and Early Years Partnership, suspending the staff member immediately, until an investigation has been made.

The Manager will report back to the parent as soon as possible.

If the allegation is against the Manager, you can speak in confidence to a Director of KNL Childcare Ltd or the Deputy Manager, who will follow the above procedure.

If you do not feel confident in discussing the matter with either the Manager or Deputy Manager then you can contact; First Response, Local Police or OFSTED

Outing Policy

Before embarking on an outing a pre-visit will be undertaken to assess any potential health and safety risks and for the suitability of the venue for all participants.

Staff ratio will increase to 1:2 (3 months – 2 yrs) and 1:3 (2 - 3 yrs) and 1:5 (3 – 8 years).

If a coach is to be used, it will be fully seat belted, fully insured and have a current MOT.

Many outings will require a permission slip to be completed before the outing.

Small outings i.e. to the park have been agreed to on the registration form.

Any volunteers will be briefed on safety routines and our regulations for outings.

Record keeping Policy

Confidential records are kept on all children in our care.

Within these records, are the personal details on the registration form, learning journey's, letters, samples of each child's work, Unique Child Profiles, observations etc. These files are open to the parents/carer's of each child only, plus the manager and her deputy.

The Manager and her deputy have access to all files and all information, other staff have access only on a 'needs to know' basis.

We are also required to keep records for the Early Years Department and OFSTED.

We are registered with Data Protection – See Data Protection information.

We can be audited at anytime to check on 3yr and 4yr funding and Working Family Tax Credit/Child Tax Credit.

DATA PROTECTION ACT 1998

Early Years Settings, Schools, Local Authorities (LAs), the Secretary of State for Children, Schools and Families and the Department for Children, Schools and Families (DCSF) (the government department which deals with education and children's services), the Qualifications and Curriculum Authority (QCA), Her Majesty's Chief Inspector of Education, Children's Services and Skills (Ofsted), and the National Assessment Agency (NAA) all process information on children and pupils in order to help administer education and children's services and in doing so have to comply with the Data Protection Act 1998. This means, among other things, that the data held about children must only be used for specific purposes allowed by law. We are therefore writing to tell you about the types of data held, why that data is held, and to whom it may be passed on.

The **Early Years Setting** holds information on children in order to support their development, to monitor their progress, to provide appropriate pastoral care, and to assess how well the Setting as a whole is doing. This information includes contact details, attendance information, characteristics such as ethnic group, special educational needs and any relevant medical information. From time to time Early Years Settings are required to pass on some of this data to LAs, the DCSF and to agencies that are prescribed by law, such as QCA and Ofsted. In particular, at age five an assessment is made of all children (the Foundation Stage Profile) and this **information is passed to the Local Authority and receiving maintained school.**

The **Local Authority** (LA) uses information about children for whom it provides services to carry out specific functions for which it is responsible. For example, the Local Authority will make an assessment of any special educational needs the child may have. It also uses the information to derive statistics to inform various decisions. The statistics are used in such a way that individual children cannot be identified from them.

The **Qualifications and Curriculum Authority** (QCA) uses information about children to administer national assessments such as the Foundation Stage Profile. Any results passed on to the DCSF are used to compile statistics on trends and patterns in levels of development. The QCA can use the information to evaluate the effectiveness of the national curriculum and the associated assessment arrangements, and to ensure that these are continually improved.

Her Majesty's Chief Inspector of Education, Children's Services and Skills and Ofsted do not routinely process any information about individual children. However, whilst Ofsted holds no records of individual children's progress, it does use information about the achievement of groups of children to help inform its judgements about the quality of education in Early Years Settings.

The **National Assessment Agency** (NAA) uses information for those, relatively few, Settings undertaking the Foundation Stage Profile. The resulting data is passed on to the NAA which also uses information in working with schools, the QCA, and Awarding Bodies, for ensuring an efficient and effective assessment system covering all age ranges is delivered nationally.

The **Secretary of State for Children, Schools and Families and the Department for Children, Schools and Families** (DCSF) use information about children and pupils for research and statistical purposes, to allocate funds, to inform, influence and improve education policy and to monitor the performance of the education and children's services as a whole. The DCSF will feed back to LAs information about children for a variety of purposes that will include data checking exercises, and use in self-evaluation analyses.

Information about children may be held to provide comprehensive information back to LAs to support their day to day business.

The DCSF may also use contact details from these sources to obtain samples for statistical surveys: these surveys may be carried out by research agencies working under contract to the Department and participation in such surveys is usually voluntary. The Department may also match data from these sources to data obtained from statistical surveys.

The DCSF may also disclose individual child and pupil information to independent researchers into the educational achievements of pupils who have a legitimate need for it for their research, but each case will be determined on its merits and subject to the approval of the Department's Chief Statistician.

The Children Act 2004 permits the disclosure of information from registered childcare providers for inclusion on Contact Point.

The purposes of Contact Point are to:

- help practitioners working with children quickly identify a child with whom they have contact;
- determine whether that child is getting the universal services (education, primary health care) to which he or she is entitled;
- enable earlier identification of needs and earlier, more effective action to address these needs by providing a tool to help practitioners identify which other practitioners are involved with a particular child; and
- encourage better communication and closer working between practitioners.

Contact Point will hold for each child or young person in England (up to their 18th birthday):

- basic identifying information: name, address, gender, date of birth and an identifying number;
- name and contact details for a child's parent or carer;
- contact details for services involved with a child: as a minimum educational setting (e.g. school) and primary medical practitioner (e.g. GP Practice) but also other services where appropriate; and
- the facility to indicate if a practitioner is a lead professional for a child and/or if an assessment under the Common Assessment Framework has been completed.

Contact Point will NOT contain any case information (such as case notes, assessments, attendance, exam results, medical records or subjective observations).

Access will be strictly limited to those who need it to do their job. All authorised users must have undergone relevant mandatory training, have security clearance and have a user name, a password, a PIN and a security token to access Contact Point. To ensure high standards of accuracy, information on Contact Point will be drawn from a number of existing systems, including the termly School Census from which pupils' home address will be collected.

For further information go to www.everychildmatters.gov.uk/contactpoint

Children, as data subjects, have certain rights under the Data Protection, Act 1998, including a general right of access to personal data held on them, with parents exercising this right on their behalf if they are too young to do so themselves.

If you wish to access the personal data held about your child, then please contact the relevant organisation in writing:

- the Early Years Setting at Little Squirrels Community Nursery
- the Local Authority at: County Hall, High Street, Newport, Isle of Wight PO30 1 UD
- the QCA's Data Protection Officer at QCA, 83 Piccadilly, LONDON, W1J 8QA
- Ofsted's Data Protection Officer at Alexandra House, 33 Kingsway, London WC2B 6SE
- the NAA Data Protection Officer at NAA, 29 Bolton Street, London W1 J 8BT
- the DCSF's Data Protection Officer at DCSF, Caxton House, Tothill Street, LONDON, SW1 H 9NA.

In order to fulfil their responsibilities under the Act the organisation may, before responding to this request, seek proof of the requestor's identity and any further information required to locate the personal data requested.

Recruitment Policy

We provide a high staffing ratio to ensure that children have sufficient individual attention and to guarantee care and education of a high quality.

Our staff are appropriately qualified and are checked for criminal records through the Criminal Records Bureau in accordance with OFSTED's requirements.

Our Aims: our aim is to ensure that children and their parents are offered high quality care & education.

To meet this aim we use the following ratios of adult to child.

Children under 2 years	1 adult : 3 Children
Children aged 2 years	1 adult : 4 children
Children aged 3 years - 8 years of age	1 adult : 8 children

A minimum of two staff/adults are on duty at any time.

We use a key person system to ensure that each child and each family has a particular member of staff for discussions.

We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties which may arise from time to time.

We work towards offering equal opportunities by using non-discriminatory procedures for staff recruitment and selection.

All staff have a job description which sets out their roles and responsibilities.

We welcome applications from all sections of the community.

Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious beliefs, ethnic origins or sexual orientation.

Applicants will not be placed at a disadvantage by us imposing conditions or requirements which are not justifiable.

Our Nursery manager and deputy will hold a level 3 qualification or above and all members of staff will hold or will be training towards a level 3 qualification.

Our Nursery budget allocates for staff training and staff regularly attend courses to keep their knowledge updated i.e. Child protection, First Aid, etc.

We provide staff with an induction training pack in the first week of employment. This induction includes our policies emergency procedures, safety awareness and orientation of the building and grounds.

We support the work of our staff by holding regular supervision meetings and appraisals.

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

We use OFSTED guidance on obtaining references and criminal record checks through the Criminal Records Bureau for all staff and volunteers who have substantial access to children.

In the event of low staffing numbers due to sickness of both staff and students, we are required to limit access to the Nursery for the children, in order to keep our ratio of adults to children correct. This may be done either on a first-come, first served basis or we may telephone you and ask you to collect your child as quickly as possible to reduce the number of children on the premises. Your co-operation in this matter will help us to continue to meet the legal requirements and ensure children are kept safe.

Staff supervision is undertaken termly, observations taken by the manager and supervision meetings with Director (K Bolan) and Manager.

Staff appraisals are undertaken annually.

Concerns & Complaints Procedure

Our aim is to work in partnership with parent/carer's and we welcome suggestions on how to improve our setting.

Making Concerns

A parent/carer, who is not happy about any aspect of the setting, should, in the first instance, talk over their concerns with the manager.

If this does not produce a satisfactory conclusion within two weeks, or if the problem recurs, the parent/carer should put their concerns in writing and request a formal meeting with the manager and her deputy. The parent/carer should have a friend or partner with them and an agreed written record should be made of all discussions during this meeting.

Most concerns/complaints are resolved informally.

If the parent/carer and the group cannot reach an agreement or they feel that the matter has not been taken seriously then they are within their rights to contact:

OFSTED, Royal Exchange Building, St Anne's Square,
Manchester M2 7LA Tel:08456 404045

OFSTED inspects and registers our group regularly. They would be involved if a child appeared to be at risk or a possible breach of registration requirements has taken place. In these cases both parents/carer's and the Nursery would be informed and OFSTED would hold a full investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage.

We take all concerns and complaints seriously and work to deal with them in a fair manner that respects confidentiality.

Behaviour Management Policy

It is the aim of our Nursery to provide a positive environment; we endeavour to ensure that every child is given the same opportunities by encouraging positive socialisation and by discouraging socially unacceptable behaviour.

Whilst some disagreements can be resolved between the children, others may require adult intervention. It is important that all staff deal with these situations in the same way. Staff will offer emotional support to ALL children and encourage negotiation between the children to resolve the conflict.

Staff will intervene in any cases of aggressive or unkind behaviour, an explanation as to why it is unacceptable, depending on the child's understanding, will be made.

Failure by staff to respond to unacceptable behaviour may result in misinterpretation by the children who may assume that such behaviour is acceptable.

The Nursery staff in partnership with the parent/carer will manage recurring unacceptable behaviour. All cases are different and the Manager will discuss the action plan with the parent/carer and the key person. An Education Development Plan (E.D.P.) will be drawn up to focus attention on the main points to be managed. The E.D.P. will need to be reviewed frequently to meet the child's needs and outside agencies may need to be called.

Behaviour Management Policy (cont).

The children in our Nursery will NOT be punished by physical shaking, smacking or any forms of physical mistreatment nor will children be shouted at, mentally mistreated or belittled as way of punishment.

All adults will try to provide a positive model for children with regard to friendliness, care and courtesy and endorse desirable behaviour, such as kindness and willingness to share, whilst taking positive steps to avoid situation in which children receive adult attention only in return for undesirable behaviour.

Behaviour Management Policy (cont).

Strategies with children who engage in inconsiderate behaviour

We require all staff, volunteers and students to use positive strategies for handling any inconsiderate behaviour, by helping children find solutions in ways which are appropriate for the children's ages and stages of development. Such solutions might include, for example, acknowledgement of feelings, explanation as to what was not acceptable and supporting children to gain control of their feelings so that they can learn a more appropriate response.

We ensure that there are enough popular toys and resources and sufficient activities available so that children are meaningfully occupied without the need for unnecessary conflict over sharing and waiting for turns.

We acknowledge considerate behaviour such as kindness and willingness to share.

We support each child in developing self-esteem, confidence and feelings of competence.

We support each child in developing a sense of belonging in our group, so that they feel valued and welcome.

We avoid creating situations in which children receive adult attention only in return for inconsiderate behaviour.

When children behave in inconsiderate ways, we help them to understand the outcomes of their action and support them in learning how to cope more appropriately.

We never send children out of the room by themselves, nor do we use a 'naughty chair' or a 'time out' strategy that excludes children from the group.

We never use physical punishment, such as smacking or shaking. Children are never threatened with these.

We do not use techniques intended to single out and humiliate individual children.

We use physical restraint, such as holding, only to prevent physical injury to children or adults and/or serious damage to property.

Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of our setting manager and recorded in the child's personal file. The child's parent/carer is informed on the same day.

In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.

We do not shout or raise our voices in a threatening way to respond to children's inconsiderate behaviour.

Children under three years.

When children under three behave in inconsiderate ways we recognise that strategies for supporting them will need to be developmentally appropriate and differ from those for older children.

We recognise that babies and very young children are unable to regulate their own emotions, such as fear, anger or distress, and require sensitive adults to help them do this.

Behaviour Management Policy (cont).

Common inconsiderate or hurtful behaviours of young children include tantrums, biting or fighting. Staff are calm and patient, offering comfort to intense emotions, helping children to manage their feelings and talk about them to help resolve issues and promote understanding.

If tantrums, biting or fighting are frequent, we try to find out the underlying cause – such as a change or upheaval at home, or frequent change of carers. Sometimes a child has not settled in well and the behaviour may be the result of ‘separation anxiety’.

We focus on ensuring a child’s attachment figure in the setting, their key person, is building a strong relationship to provide security to the child.

Rough and tumble play and fantasy aggression. – See Superhero Policy

Young children often engage in play that has aggressive themes – such as superhero and weapon play; some children appear pre-occupied with these themes, but their behaviour is not necessarily a precursor to hurtful behaviour or bullying, although it may be inconsiderate at times and may need addressing.

We recognise that teasing and rough and tumble play are normal for young children and acceptable within limits. We regard these kinds of play as pro-social and not as problematic or aggressive.

We will develop strategies to contain play that are agreed with the children, and understood by them, with acceptable behavioural boundaries to ensure children are not hurt.

We recognise that fantasy play also contains many violent dramatic strategies, blowing up, shooting etc, and that themes often refer to ‘goodies’ and ‘baddies’ and as such offer opportunities for us to explore the concepts of right and wrong, good and bad.

We are able to tune in to the context of play, perhaps to suggest alternative strategies for heroes and heroines, making the most of ‘teachable moments’ to encourage empathy and lateral thinking to explore alternative scenarios and strategies for conflict resolution.

Shelley Clabon is the Behaviour Management person

Key Person System Policy

The Key Person system is a positive way of trying to respond to the needs of each individual child whilst acknowledging those of the whole group.

Within the Nursery each child is acknowledged as an individual in their own right, with their own particular set of needs. Whilst in many areas they will have similar requirements to other children and can therefore be offered support in small groups each child will probably have one or more specific requirement as an individual, where ‘one to one’ support may be of benefit.

This may be in academically related developments, such as pencil control, colour recognition, scissor control, shape or number recognition or a child may need help to explore a wider range of activities. Social development such as sharing, turn taking, listening skills and independence may be some of the areas which need more support.

There are equally many other areas of early childhood that need to be supported and encouraged and we aim to try to support each individual child as a whole.

A Key Person is a member of staff who is assigned to a small group of children (see ‘Key Person List’ notice board). This staff member will, through the use of observations during nursery sessions, aim to make a record of specific area’s of the children’s development – linked to the new Early Years Foundation Stage, these will be entered onto the child’s individual record. The observations can also offer opportunities for increased awareness of particular stages of development i.e. speech difficulties, which if indicate concerns can then be referred back to parents/carer’s. All information from observations are used in our planning.

Key Person System Policy (cont)

The member of staff who is your child's Key Person does not then become exclusively responsible for your child, we work with all of the children and at times collect information on children that we are not Key Person to as this can help us have a more objective view of all areas.

The 'Key Person' system hopefully will prevent specific needs being missed.

All information written by the Key Person is open to inspection and consultation by the parents/carer's of that child, at any time, although we offer parent evenings three times a year, usually October, April and July.

All Key Person information is held confidentially in a filing cabinet.

The Manager checks all Key Person files on a regular basis.

Anti-bullying Policy

We strongly believe that our settings should be a happy place for children and adults and that no one should have their time with us spoiled by the words and/or actions of another.

At Little Squirrels Community Nursery we understand bullying to be a deliberate, persistent attempt to hurt or humiliate someone. The aggressor acts in the knowledge that what he/she is saying or doing will hurt or frighten someone else, resulting in an imbalance of power, making it hard for the victim to defend themselves.

One off incidents, while always taken seriously and dealt with as they occur, do not fall within the definition of bullying.

Through our policy and practice we intend to ensure that all members of our community understand that;

- No form of bullying is acceptable.
- Everyone should report incidents of bullying.
- We will support victims of bullying.
- We will confront bullies with the consequences of their actions and help them modify their behaviour.
- We will respond to incidents calmly and without aggression, thus avoiding reinforcing the message that it is all right to bully if you have power.
- We seek parental and peer group support to counter bullying at all times.
- We will always listen.
- We will support victims by developing their P.S.& E development, giving them the tools to cope if there are any future situations.

We will;

- Always listen.
- Give support helping them to develop strategies i.e. 'Stop, I don't like it'.
- Encourage them to speak out and to tell an adult.
- Encourage co-operative activities with other children.
- Aim to develop self-esteem and confidence.
- Inform and involve other staff and parents/carers.

Anti-bullying Policy (cont.)

Little Squirrels Community Nursery management and staff take reports/incidents of bullying seriously, responding calmly and taking action as quickly as possible to establish exactly what happened by listening to and talking with those involved. Depending on the severity of the incident we may use some or all of the following strategies;

Hurtful behaviour

We take hurtful behaviour very seriously. Most children under the age of five will at some stage say something hurtful to another child, especially if their emotions are high at the time, but it is not helpful to label this behaviour as 'bullying'.

For children under five, hurtful behaviour is momentary, spontaneous and often without cognisance for the feelings of the person they have hurt.

We recognise that young children behave in hurtful ways towards others because they have not yet developed the means to manage intense feelings that sometimes overwhelm them.

We help a child to understand the effect that their hurtful behaviour has had on another child; we do not force children to say sorry, but encourage this where it is clear that they are genuinely sorry and wish to show this to the person they have hurt.

When hurtful behaviour becomes problematic, we work with parents to identify the cause and find a solution together. The main reasons for very young children to engage in excessive hurtful behaviour are that:

they do not feel securely attached to someone who can interpret and meet their needs this may be in the home and it may also be in the setting;

their parent, or carer in the setting, does not have skills in responding appropriately, and consequently negative patterns are developing where hurtful behaviour is the only response the child has to express feelings of anger;

the child may have insufficient language, or mastery of English, to express him or herself and may feel frustrated;

the child is exposed to levels of aggressive behaviour at home and may be at risk emotionally, or may be experiencing child abuse;

the child has a developmental condition that affects how they behave.

Where this does not work, we use the Code of Practice to support the child and family, making the appropriate referrals to a Behaviour Support Team where necessary.

Bullying

We take bullying very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. It is characterised by intent to hurt, often planned, and accompanied by an awareness of the impact of the bullying behaviour.

A child who is bullying has reached a stage of cognitive development where he or she is able to plan to carry out a premeditated intent to cause distress in another.

Anti-bullying Policy (cont.)

Bullying can occur in children five years old and over and may well be an issue in after school clubs and holiday schemes catering for slightly older children.

If a child bullies another child or children:

We show the children who have been bullied that we are able to listen to their concerns and act upon them;

We intervene to stop the child who is bullying from harming the other child or children;

We explain to the child doing the bullying why her/his behaviour is not acceptable;

We will help them manage these feelings as they have neither the biological means nor the cognitive means to do this for themselves.

We understand that self-management of intense emotions, especially of anger, happens when the brain has developed neurological systems to manage the physiological processes that take place when triggers activate responses of anger or fear.

Therefore we help this process by offering support, calming the child who is angry as well as the one who has been hurt by the behaviour. By helping the child to return to a normal state, we are helping the brain to develop the physiological response system that will help the child be able to manage his or her own feelings.

We do not engage in punitive responses to a young child's rage as that will have the opposite effect.

Our way of responding to pre-verbal children is to calm them through holding and cuddling. Verbal children will also respond to cuddling to calm them down, but we offer them an explanation and discuss the incident with them to their level of understanding.

We recognise that young children require help in understanding the range of feelings they experience. We help children recognise their feelings by naming them and helping children to express them, making a connection verbally between the event and the feeling. "Adam took your car, didn't he, and you were enjoying playing with it. You didn't like it when he took it, did you? Did it make you feel angry? Is that why you hit him?" Older children will be able to verbalise their feelings better, talking through themselves the feelings that motivated the behaviour.

We help young children learn to empathise with others, understanding that they have feelings too and that their actions impact on others' feelings. "When you hit Adam, it hurt him and he didn't like that and it made him cry."

We help young children develop pro-social behaviour, such as resolving conflict over who has the toy. "I can see you are feeling better now and Adam isn't crying any more. Let's see if we can be friends and find another car, so you can both play with one."

We are aware that the same problem may happen over and over before skills such as sharing and turn-taking develop. In order for both the biological maturation and cognitive development to take place, children will need repeated experiences with problem solving, supported by patient adults and clear boundaries.

We support social skills through modelling behaviour, through activities, drama and stories. We build self-esteem and confidence in children, recognising their emotional needs through close and committed relationships with them.

Anti-bullying Policy (cont.)

We give reassurance to the child or children who have been bullied;

We help the child who has done the bullying to recognise the impact of their actions;

We make sure that children who bully receive positive feedback for considerate behaviour and are given opportunities to practise and reflect on considerate behaviour;

We do not label children who bully as 'bullies';

We recognise that children who bully may be experiencing bullying themselves, or be subject to abuse or other circumstance causing them to express their anger in negative ways towards others;

We recognise that children who bully are often unable to empathise with others and for this reason we do not insist that they say sorry unless it is clear that they feel genuine remorse for what they have done. Empty apologies are just as hurtful to the bullied child as the original behaviour;

We discuss what has happened with the parents of the child who did the bullying and work out with them a plan for handling the child's behaviour; and

We share what has happened with the parents of the child who has been bullied, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

Transition Policy

We want children to feel happy and secure during their time with us. we understand that children may find times of transition difficult and may need extra support at these times.

Children move through from the baby room when they are 24 months.

In order to aid this transition we will:

- Inform parents about the imminent move and explain how their child will be prepared for the move.
- Make sure the child is ready for the transition by observing progress and having discussions between the new and old key person and parents.
- Share the child's portfolio and progress sheets with parents and the new key person.
- Introduce parents and child to the new key person.
- Ensure the two key persons arrange times when the child can be accompanied to play in the new room.
- Allow time for the new key person to get to know the child by visiting the baby room and spending time with the child prior to the move.
- Arrange a mutually convenient time for the new key person to meet with the parents to complete and update the profile sharing sheet.

To aid children who are moving on to school we will:

- Share the child's profile and any other information with parents.
- Arrange for the child's key person to visit the school to pass on the profile and share information with the new class teacher.
- Welcome visits to the Nursery from the child's teachers.
- Endeavour to find out about any events in the child's new school and pass this information onto parents so that their child can be included.
- Be flexible with children's attendance times and days to enable them to attend settling-in sessions at their school.

Transition Policy (cont).

To aid children who attend another setting while attending Nursery we will:

- Ask parents permission to make contact with other setting.
- Share information such as 'learning journey's' with the other setting.

Hellena Burrows is the Transition co-ordinator

Snow/Adverse Weather Policy:

In the event of unusual snowfall or other unforeseen extreme weather conditions we reserve the right to close the Nursery to ensure the safety of our staff and children. Should this occur during our opening hours we will contact you and ask that you collect your child as quickly and safely as possible.

We will endeavour to notify our parents and staff of any closure, wherever possible, by telephone, text or IW Radio announcements.

Should we be forced to close the Nursery no fees will be charged for the period of the closure.

However, if we are able to remain open normal fee charges will apply.

Cancellation of Nursery/Pre School Place:

One month's notice is required if you wish to cancel your Nursery or Pre School place.

Your deposit will not be refunded if we do not receive this notice.

Regrettably there may be occasions when it becomes necessary for us to request that a child be withdrawn from the Nursery or Pre School. This will only be considered after full consultation between the Nursery/Pre School and Parent's/Carer's has been offered. If you decline to participate in this consultation the decision will be made without your input.

Photography policy:

Photographs are a valuable tool for recording and assessing children's activities and achievements at all of KNL Childcare Ltd settings.

Photographs will only be taken with digital or Polaroid cameras, NEVER WITH CAMERA PHONES/MOBILE PHONES. Staff mobile phones must be kept within the office, and not handled or answered during working hours, except with the permission of the manager or, where applicable, the deputy manager (e.g. if a member of staff is telephoned by the school their child attends).

Any member of staff found using a mobile phone without permission may be subject to disciplinary action in accordance with KNL Childcare Ltd disciplinary procedures.
Mobile phones may only be used outside of the setting grounds during the staff members designated break.

Photographs will only be taken of children during normal Pre School activities. Cameras will never be taken into the toilets/changing areas. A child will never be photographed when their clothes or nappy are being changed.

Only members of KNL Childcare Ltd staff who have an Enhanced CRB disclosure are permitted to take photographs within the Pre School.

Parents on pre visits/settling their children in, volunteers and other visitors are not permitted to take photographs during Pre School sessions.

Photography Policy (cont.)

However, at public Pre School events (e.g. Christmas and Easter concerts) parents/carers, family members and press photographers may take photographs of the public activity.

If parents/carers do not wish their child to be included in such photographs, it is their responsibility to inform the Manager of this.

Photographs may be printed and included in a child's Learning Journey folder, or displayed within the Pre School. Parents/carers may see their child's Learning Journey at any time. Photograph's may be used within our promotional literature or displayed on our website

Photographs will normally be stored on the Pre School's computers but, as it is not always possible for staff to print photographs during sessions, photographs may sometimes be stored on the computers of the Manager or Senior Nursery Assistants.

Photographs will not normally be kept for more than a term after a child has left the Pre School however some photo's may be incorporated into promotional books, brochures, flyers or on our website for future use. Should you not wish your child to appear in any of these photo's it is your responsibility to inform the Manager of this.

Parents/carers will be asked to read and sign KNL Childcare Ltd 'Consent Form' when their child starts attending the Pre School. If a parent/carer does not give permission for their child to be photographed, all staff will be informed so that all reasonable steps can be taken to ensure that the child is not included in any photographs.

Mobile phone policy:

In order to maintain our high standards in safeguarding children KNL Childcare Ltd has put the following policy into place.

All staff must ensure that their mobile telephones are left inside the office during working hours.

Only the manager and, where applicable, the deputy manager can have their mobile telephone to hand during working hours.

When on outings the setting's own mobile telephone will be used, these telephones do not have a camera function incorporated into them.

If any staff member has a family emergency and is required to keep their mobile close at hand then senior management must be consulted and give permission.

Under no circumstances must cameras of any kind be taken into the toilet areas without prior consultation with senior management.

If photographs need to be taken in a toilet area i.e. (photographs of the children washing their hands) then management must be told and staff supervised whilst carrying out this activity.

At all times the camera must be placed in a prominent place where it can be seen.

All cameras in the nursery, including those on staff mobile phones, can be subject to scrutiny at any time by the manager or deputy manager.

Any staff member, volunteer or student found to be non-compliant with this policy would face disciplinary action in accordance with KNL Childcare Ltd disciplinary procedures.

Staff Working Alone In A Room

When numbers are below the required adult/child ratio we may ask a member of staff to work alone in a room, i.e one baby in attendance during a morning.

Staff are aware of the safeguarding issues this may raise and work with the door open, the staff working in other areas are aware they are working alone and know they will be called upon for assistance if required. Working alone in a room is a very rare occurrence and is monitored closely by the Manager and Director.

If staff are entering the Nursery outside of usual work hours and will be working alone, the Directors are to be informed of the times of attendance and will be contacted as the staff member leaves the building and sets the alarm.

Staff are not permitted to use any ladders whilst working alone.

Safety Regulations Around Car parking

We have provided a car park for both staff and clients to use. Please park considerately, thinking about who else is using the car park.

When entering and exiting the car park, please be aware of pedestrians crossing the entrance or moving across the car park to the path.

If parking on the roadway we again ask that you park considerately, not blocking the entrance to other businesses on the business park.

Whistle blowing Policy For Staff

Whistle blowing has been defined as;

The disclosure by an employee or professional of confidential information which relates to some danger, fraud or other illegal or unethical conduct connected with the work place, be it of the employee or his/her fellow employees. (public concern at work guidelines 1997).

Statutory protection for employees who whistle blow is provided by the Public Interest Disclosure Act 1988 (PIDA). The PIDA protects employees against victimisation if they make a protected disclosure within the meaning of the PIDA and speaks out about concerns or conduct or practice within the Nursery which is potentially illegal, corrupt, improper, unsafe or unethical or which amounts to malpractice.

This policy applies to all staff including full or part time, casual, temporary, students and individuals undertaking work experience.

The Directors are committed to high standards in all aspects and will treat whistle blowing as a serious matter and staff are encouraged to report concerns which will be taken seriously, investigated and appropriate action taken in response.

This policy aims to;

Give confidence to members of staff about raising concerns about conduct or practice which is potentially illegal, corrupt, improper, unsafe or unethical or which amounts to malpractice or is inconsistent with KNL standards and policies so that she/he is encouraged to act on those concerns.

Provide members of staff with avenues to raise concerns

Ensure that members of staff receive a response to the concerns they have raised and feedback on any action taken

Offer assurance that members of staff are protected from reprisals or victimisation for whistle blowing action undertaken in good faith and within the meaning of the PIDA

Whistle blowing Policy (cont).

This policy covers whistle blowing relating to alleged:

- Unlawful conduct
- Miscarriage of justice in the conduct of statutory or other processes
- Failure to comply with statutory or legal obligation
- Potential maladministration, misconduct or malpractice
- Health and safety issues including risk to the public as well as risks to children and members of Staff
- Action that has caused or is likely to cause danger to the environment
- Abuse of authority
- Unauthorised use of public or other funds
- Mistreatment of any person
- Action that has caused or is likely to cause physical danger to any person or risk serious damage to Nursery property
- Sexual, physical or emotional abuse of members of staff or children
- Unfair discrimination or favouritism
- Racist incidents or acts or racial harassment
- Any attempt to prevent disclosure of any of the above issues listed

The PIDA sets out the full statutory rights and obligations of members of staff wishing to whistle blow.

The Directors will not tolerate harassment or victimisation of members of staff when matters are raised in accordance with PIDA provisions. Any member of staff who victimises or harasses a member of staff as a result of their having raised a concern in accordance with the whistle blowing policy will be dealt with under disciplinary procedures.

The Directors recognise that members of staff may want to raise concerns in confidence and will do their utmost to protect the identity of members of staff who raise a concern and do not want their name known. However investigation into concerns could reveal the source of the information and statements may be required from the member of staff as part of the evidence, which would be seen by all parties involved. If the investigation leads to prosecution and the whistleblower is likely to be called to give evidence in court.

Staff should put their name to allegations wherever possible, anonymous concerns are much less powerful. Nonetheless anonymous allegations may be considered under this whistle blowing procedure especially concerns relating to the welfare of children. In relation to determining whether an anonymous allegation will be taken forward the Directors will take the following factors into account;

- The seriousness of the issue raised
- The credibility of the concern
- The likelihood of confirming the allegation from attributable sources and obtaining information Provided

If a member of staff makes an allegation in good faith but it is not confirmed by further inquiry the matter will be closed and no further action taken. If, however, the inquiry shows that the allegations were malicious and/or vexatious or made for personal gain then the Directors will consider action against the member of staff.

Allegations concerning child protection issues, the Directors will follow procedures set out in safeguarding policy 'Allegations Against A Member of Staff'.

All concerns should be made in writing to the manager. If the concern involves the manager then the registered provider (Director K BOLAN) should be the first point of contact. The Directors will become the investigating officer.

Whistle blowing Policy (cont).

If you feel you cannot express your concerns within the setting, it is open to you to raise your concerns outside the setting, however it would usually be expected that the registered provider would be the person to whom you express your concerns outside of the Nursery. Outside agencies are; the local authority, OFSTED, the police-for concerns of criminal behaviour.

You should set out the background and history of the concern, giving names, dates and places where possible and explaining the reason for the concerns. If you feel unable to put the matter in writing you can still raise your concern verbally and should telephone to arrange to meet the appropriate person. You can also ask your trade union or professional association to raise the matter on your behalf or to support you in raising the concern.

The matter raised may;

- Need inquiry internally in the setting
- Need to be passed to the police if it relates to alleged criminal activity

At this stage concerns/allegations are neither accepted or rejected.

You will normally receive a written response with 5 working days (except in the case of anonymous allegations);

- Acknowledging that the concern has been received
- Indicating how it is proposed to deal with the matter
- Giving an estimate of how long it will take to provide a final response
- Advising whether any enquires have been made
- Advising on future inquiries
- Informing you of support available whilst matters are being looked into
- Maintaining confidentiality wherever possible but also explaining that it may not be possible that you can remain anonymous

The investigating officer will;

- Look into the allegation, seeking evidence and interviewing witnesses as necessary
- Maintain confidentiality wherever possible but will be mindful that the whistleblower has no guarantee of this
- If appropriate, for concerns of criminal behaviour refer the matter to the police
- If appropriate, for concerns of safeguarding issues, refer the matter to first response. The whistle blowing process will be halted until the statutory authority have completed their investigations and confirmed that it is appropriate to continue with the whistle blowing process.

If the investigating officer needs to talk to you, you are permitted to be accompanied by a trade union, professional association or a fellow member of staff who is not involved in the area of work to which the concern has been raised.

The target is to complete the inquiry within 15 working days from the date of the initial written response, although the inquiry may extend beyond the timescale.

Following completion of the inquiry process the investigating officer will make a written report and if necessary action will be taken. This may result in a trigger for the grievance/disciplinary procedure to be implemented against the person reported, The whistleblower will be notified of the outcome.

If the investigation is carried out by anyone other than the registered person, the written report must be submitted to the registered person to determine what further action (if any) is required. When considering further action the registered person **must** act on any recommendations made in the report.

If not action is taken and/or you are not satisfied with the way the matter has been dealt with, you can make a complaint under the complaints procedure or raise your concerns with the local authority or OFSTED.

ALL POLICIES REVIEWED FEBRUARY 2013 BY THE DIRECTORS OF KNL CHILDCARE LTD AND MANAGER- HELLENA BURROWS
I HAVE READ AND UNDERSTOOD THE LITTLE SQUIRRELS COMMUNITY NURSERY POLICIES
AND AGREE TO ABIDE BY ALL OF THEM:

SIGNED:

NAME:

PARENT/CARER OF:

DATE:

Please complete and return to setting with your registration forms.