

**Bright Sparks**

**Childcare**

*Child protection and Safeguarding Policy*

**This policy has been developed in accordance with the principles established by the Children Act 1989 and Children Act 2004: in line with the following Government, Department for Children, Schools and Families (DCSF) publications….: *What to do if you are worried a child is being abused, Working Together to Safeguard children, Safeguarding Children and Safer Recruitment in Education, Information sharing Practitioners’ guide,* and with full reference to the: *South West Child Protection Procedures*’ (SWCPP) & *Plymouth Practitioners Guide to the Early Help Assessment tool’.***

**Our safeguarding statement:**

We are committed to supporting and enabling all children to achieve their full potential; therefore, in line with the Every Child Matters ‘outcomes for children’ we will aim to make it possible for all those in our care to:

* stay safe
* be healthy
* enjoy and achieve
* make a positive contribution; and
* achieve economic well-being.

1. As an Ofsted registered provider, and as practitioners, we have both shared and individual responsibilities under a duty of care to ensure that we safeguard and promote the welfare of all children and protect them from significant harm. We ensure, therefore, that the welfare of each and every child in our care remains our paramount concern at all times.

**Our ten safeguarding commitments:**

1. **We will endeavour** **to promote the well-being of all children**, taking every reasonable step to minimise the risk of harm by working together with them and their families, and in partnership with other agencies, to provide a holistic and shared approach to safeguarding.
2. **We shall ensure our care takes consideration of children’s cultural, religious, ethnic and racial origin**, respecting the diverse characteristics of neighbourhoods, families and individuals; whilst recognising that parents have the primary responsibility to protect and promote the welfare of the children within their own family. Wherever possible, we will work with parents to assist in these responsibilities.
3. **We will take** **our responsibilities seriously** and will play a full and active role in the protection of children; raising the awareness of all our practitioners and highlighting their own individual responsibilities in relation to safeguarding, identifying and reporting concerns. We believe that safeguarding is everybody’s responsibility.
4. **We will monitor the well-being of all children**, with particular regard to those who are vulnerable, such as those with Child Protection or Child in Need Plans, looked-after children, those with additional needs or who have English as an additional language.
5. **We will encourage effective information sharing protocols** to ensure the early identification of children who are at potential risk of significant harm; maintaining confidential, accurate and factual records of any concerns, allegations or disclosures, together with the actions taken in response to these.
6. **We will have a Designated Person for Safeguarding (DPS)** responsible for managing all safeguarding and child protection issues and concerns and for ensuring all practitioners receive regular, appropriate and up-to-date levels of training.
7. **We will provide a caring, positive, safe and stimulating environment** in which children learn and develop, feel secure, valued and respected, giving them the confidence to talk to and share information with familiar adults.
8. **We will employ safer recruitment practices** and carry out appropriate checks to ensure the suitability of practitioners working with or having access to children.
9. **We will take all allegations made against any practitioner seriously**, and will follow agreed and identified procedures in accordance with Children’s Social Care (CSC), and in consultation with the Local Authority Designated Officer (LADO).
10. **We will work within the South West Child Protection Procedures,** in line with the Government guidance, ‘*What to do if you are worried a child is being abused*’; ensuring regular reviews and up-dating of information, which will be shared with both practitioners and families.

**Everyday safeguarding practice:**

**Safeguarding is part of our everyday practice and is integral to the service we offer as we seek to promote the well-being of children, and aim to provide a safe and secure environment where they are protected from harm.**

These everyday safeguarding practices, include:

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| **Meeting Ofsted requirements** |
| As an Ofsted registered provider, we offer a care and learning environment which meets the requirements of the Early Years Foundation Stage and/or Childcare Register as applicable. We meet statutory requirements, which are subject to inspection by Ofsted on an unannounced basis. Ofsted can take enforcement action should any of these requirements not be met, including our duty to safeguard and promote the welfare of children. |
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| **Promoting partnership with parents** |
| We are open and honest with parents from initial contact about what information we may share, to whom, and why. We make it clear in what circumstances consent to share information will be requested and in what situations it wouldn’t. We ask parents to agree to our information sharing protocols when they first register their children with our setting. |
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| *We make parents aware of our responsibilities with regards to safeguarding.* |
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| We inform parents who the DPS and deputy are and provide information on their roles and responsibilities. The names of the DPS and deputy are displayed in our setting, and parents are welcome to contact either practitioner for information, advice and assistance, or to share any relevant information at any time. |
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| We recognise and value the role of parents as primary carers, and appreciate their unique and central responsibility for ensuring the well-being of their own children. We respect, therefore, that parents have the most extensive knowledge of their own children, and request they share any relevant information with us which may have an impact on their well-being. This is particularly important when such information could offer an explanation to any changes in a child’s behaviour pattern.  Sharing such information will enable us to provide the necessary support to both the child and the family, and where appropriate, help them to receive additional guidance from other relevant external agencies who offer specialist advice and assistance. If external support is required beyond the capacity and capabilities of our setting, parents will be requested to consent to and contribute to a Early Help Assessment tool (EHAT) Form.  We recognise that such information may be of a sensitive nature, and we will therefore endeavour to observe confidentiality, subject to our information sharing protocols. We have a duty to share any concerns relating to child protection with relevant agencies, including Children’s Social Care and the Police, and in all instances the protection of the child will override any issues of maintaining confidentiality. |
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| We provide all practitioners access to a copy of this safeguarding policy, procedures, and guidance. We ensure that all new practitioners receive this information, together with the name of the DPS, as part of their induction within their first week of employment. |
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| **Adopting safer working practices** |
| We aim to ensure that all practitioners are competent, confident and safe to work with children. We therefore encourage practitioners to act professionally and responsibly at all times. |
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| We promote safer working practices to increase the self-awareness of all practitioners, encouraging them to avoid situations that may leave them vulnerable; and/or where their actions could be open to misinterpretation and potentially give rise to allegations being made against them. |
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| **We follow, where applicable, the code of conduct detailed in the DCSF commissioned booklet ‘*Guidance for safer working practice for adults who work with children and young people’.*** |
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| **Ensuring all practitioners receive appropriate safeguarding training** |
| We provide all practitioners, with regular internal and/or external training to ensure they develop their understanding of the signs and indicators of abuse. We ensure everyone knows how to respond to a child who discloses information, and the procedures to be followed in appropriately sharing a concern of possible abuse or a disclosure of abuse. |
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| We ensure all external training we access meets the requirements of the Plymouth Safeguarding Children’s Board. All practitioners up-date their training at least once every three years. |
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| We have our own induction procedures for all staff, and also ensure that all practitioners carry out safeguarding training. |
| During induction we ensure staff are aware of what constitutes inappropriate behaviour displayed by other members of staff |
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| **Providing a safe and secure environment** |
| We ensure all visitors to our setting are accompanied at all times, and have no unsupervised access to children. We check the ID of all visitors not known to the setting, and a record of the visit is made, including, name of the visitor, purpose of visit, arrival and departure times. If we are unable to verify the ID of any visitor, we will not allow them entry to the setting, until such time that we can. |
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| We will ensure the security of the premises (and outside areas) at all times to make sure no access can be gained by unauthorised visitors or intruders and no children can leave unattended. Where other people may be in the building, we ensure that all practitioners are aware of their presence, and take steps to ensure that other users working on the premises do not impact on the security of our setting. |
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| We will not release children to people unknown to us or who are not authorised. We require prior, written (except in an emergency), notification and authorisation from parents, should a child be picked up by anyone other than those persons named on the child’s registration form. We will require notification of an agreed password on collection of the child and where possible, a photograph to verify identity.  **Ensuring electronic safety and security**  We may take photographs of children to record their learning and development and to provide a diary of some of the activities we undertake. We request the permission of parents or carers for the taking and use of such photographs, which are only used for professional purposes. We will safeguard the privacy, dignity, safety and well-being of the children at all times when taking photographs, and will only take them if the children and parents are happy for us to do so. |
| We recognise that many people nowadays have mobile phones which can be used to take photographs and record videos. We do not permit any practitioner to take photographs, record videos or share images of children electronically on their own mobile phones, or any other personal equipment. Practitioners are not permitted to take photographs of children for their personal use. |
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| We also ensure all photographs taken are stored safely and are disposed of securely. We will remove all photographs from a camera memory card once they have been used, and we do not permit practitioners to use work camera equipment for their own purposes. Where we store photographs on a computer, they are stored securely in line with data protection procedures, and in no circumstances will any images be shared or displayed on-line. |
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| If promotional photographs are taken by an external agency, permission will again be sought from parents or carers, preferably before the photograph is taken. Where photographs are going to be published in a newspaper or other publication, we will not release a child or young person’s surname and parents and carers will have the opportunity to view and agree the use of the photograph before publication. |
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| We do encourage children to access computers within our setting. Where internet access is used, we ensure all necessary controls and restrictions are in place, to ensure children do not gain access to unsuitable material or images. |
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| We also allow practitioners access to our computers to research learning, development and welfare materials to enhance our work within the setting. Under no circumstances are practitioners permitted to use the internet within the work environment for any other purposes, and we regularly check user history. We have a zero tolerance policy with regards to misuse of work or personal computers and under no circumstances will this be justified. We would consider any practitioner found to misuse computers as a significant and potential threat to children, and will report any relevant incidences to the LADO and the police, at the earliest opportunity. |
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| **Role and responsibilities of the Designated Person for Safeguarding (DSP)** |
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| We have a named DSP, Sharleene Sturgess who undertakes as a minimum, the Plymouth Safeguarding Children’s Board ‘Understanding Child Protection’ Level 2 training course and up-dates it at least once every three years. We also have a named deputy, Mandy Coath who has also undertaken relevant training and who has been briefed in the roles and responsibilities of the DSP. The deputy will act in the DSP’s absence or in circumstances where an allegation is made against the DSP. |
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| The DSP is a senior member of the team who is responsible for:   * Acting as a key point of contact for practitioners and parents to discuss concerns and to offer them information, advice and assistance. * Co-ordinating and managing all responses to disclosures and other child protection issues. * Making referrals. * Dealing with allegations of abuse against staff members. * Liaising with other agencies and professionals and attending relevant meetings. * Keeping and maintaining appropriate confidential accurate, up-to-date records and for ensuring effective information sharing protocols are followed, subject to confidentiality and data protection. * Training and up-dating other practitioners within the team. * Ensuring all practitioners are aware of the safeguarding policy and procedure, and know how to recognise and refer any concerns. * Reviewing and up-dating the safeguarding policy and procedure, and sharing such information with both practitioners and parents. * Keeping their knowledge up to date to enable them to effectively fulfil their role, including attending relevant training provided by the PSCB and/or Plymouth City Council. |
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| **If we have concerns about a child’s welfare…** |
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| **Referrals to Children’s Social Care, Gateway Service** |
| If we have concerns about a child or young person’s welfare, we will follow our procedures for child protection concerns. |
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| When assessing our concerns, we will use the categories of abuse as defined in the Government guidance ‘What to do if you are worried a child is being abused?’ and which are outlined below. |
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| ***Physical abuse***may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocation or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child***.*** ***Female Genital Mutilation (FGM)***, is a form of physical abuse against children. FGM is also known as female circumcision or female genital cutting. FGM has no health benefits, and it harms girls and women in many ways. It involves removing and damaging healthy and normal female genital tissue, and interferes with the natural functions of girls’ and women’s bodies. FGM is defined by the World Health Organisation as “all procedures involving partial or total removal of the external female genitalia or other injury to the female genital organs for non-medical reasons”. FGM has no health benefits for girls and women and procedures can cause severe bleeding and problems urinating, and later cysts, infections, infertility as well as complications in childbirth. |
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| ***Emotional abuse***is the persistent emotional maltreatment of a child as to cause severe and persistent adverse effects on the child’s emotional development, It may involve conveying to the child that s/he are worthless or unloved, inadequate or valued only in so far as they meet the needs of another person. It may include interactions that are beyond the child’s developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may also involve serious bullying, causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some levels of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone. |
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| ***Sexual abuse*** involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including, penetrative (for example, rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as involving children looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways. |
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| ***Neglect***is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born it may involve a parent failing to:  * provide adequate food, clothing and shelter (including exclusion from home or abandonment) * protect a child from physical and emotional harm or danger * ensure adequate supervision (including the use of inadequate care-givers).   It may also include neglect of, or unresponsiveness, to a child’s basic emotional needs. |
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| As well, as the categories of abuse defined above, we are also aware that exposure to **domestic violence** can have a serious impact on a child’s development and emotional well-being. We will therefore take appropriate action if we believe any child is directly or indirectly a recipient of this type of abuse. We will also take action, if a child presents with a significant unexplained injury, which may have occurred either at the setting, or in the home.  **Prevent Duty.**  We have a duty to keep children safe from the dangers of radicalisation and extremism. The EYFS focuses on children’s personal, social and emotional development and supports children in age appropriate ways to learn right from wrong, mix, and share with other children and value others views, know about similarities and differences between themselves and others and challenge negative attitudes and stereotypes.  Protecting children from the risk of radicalisation is part of our safeguarding duty and should be responded to as such. All staff should receive prevent awareness training. |
| When considering a child’s welfare, we will seek to determine if the child is at risk of significant harm and/or is a child in need. We understand that there are no absolute criteria on which to rely on when judging what constitutes significant harm. We will therefore use our professional judgement, knowledge of the child and family, and where appropriate information from other agencies when making this assessment. If in doubt, we will always seek advice from Children’s Social Care – Gateway Service. If we determine that a child is suffering or at risk of significant harm, we will make an immediate telephone referral to GATEWAY, and follow it up in writing within 24 hours. |
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| We consider a child as being ‘in need’, as defined under the Children Act 1989, as a child *‘whose vulnerability is such that without the support of additional services is unlikely to reach or maintain a satisfactory level of health or development, or their health and development will be significantly impaired without intervention*’. This includes disabled children. |
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| We will make a referral to Gateway, when we consider actions by parents may prevent a child receiving the necessary support they need, and in doing so puts them at risk of significant harm; or where we consider a child is at risk of being separated from their family unless services are provided. |
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| We recognise that the scope of the definition of a ‘child in need’ could, and does, include a significant number of children and therefore not every child in need requires a referral to Gateway. A child in need who is able to or is receiving the necessary support from other agencies, and is thriving will not be referred. We will however, consider undertaking a EHAT assessment, if appropriate.  **Action Following a child protection referral**  The designated senior person or other appropriate member of staff will:   * Maintain contact with the allocated social worker * Contribute to the Strategy Discussion and Strategy meeting * Provide a report for, attend and contribute to any Initial and Review Child Protection Conference * Share the content of this report with the parent, prior to the Child Protection Conference * Attend Core Group meetings for any child subject to a Child Protection Plan or Child in Need meeting for a child subject to a Child in Need Plan * Where a child on a Child Protection Plan moves from the setting or goes missing, immediately inform the key worker in social care department   **Dealing With Disagreement and Escalation of Concerns**  The designated senior person or other appropriate adult will:   * Contact the line manager in children’s social care if they consider that the social care response to a referral has not led to the child being adequately safeguarded and follow this up in writing * Contact the line manager in children’s social care if they consider that the child is not being adequately safeguarded by the child protection plan and follow this up in writing * Use the Plymouth Safe Guarding Boards escalation policy if this does not resolve the concern. * If disagreement or escalation of concern relates to a member of staff or the premises then refer to the whistle blowing policy. |
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| **Early Help Assesment Tool** |
| If we believe that a child is in need, we will consider whether we have the resources and skills to most effectively meet the needs of that child and their family within our setting. If we determine, that a child and their family would benefit from other more specialised services beyond our capabilities, we will consider undertaking a EHAT assessment, in full consultation and agreement with the parents, and where appropriate the child. If we are aware that a EHAT is already in place, we will contact the Lead Professional involved in the case, where known, for further advice. |
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| The EHAT is a national, standardised assessment framework which enables practitioners from all agencies to work together to assess and meet the needs of children and their families where they require targeted, multi-agency support. |
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| We will consider undertaking a EHAT assessment where we seek the involvement of an agency, which **we do not** routinely have access to, or are not able to access easily. We do not need to complete a EHAT assessment if we already have an established relationship with another agency and are able to readily access their services. Some of the additional services we could help introduce families to include those in relation to education, health, behaviour, parenting or family support.  **N.B.** **We will not complete a EHAT assessment if a child is suffering or at risk of significant harm as we will make an instant referral to GATEWAY in this instance.** |
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| We will not process a EHAT assessment without the consent of the parents or carers; however, if we consider that through refusing consent, a child is put at risk of significant harm. In such situations, we will again make a referral to GATEWAY. |
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| How we will support children… |
| If a child discloses information, we will communicate with them in a way that is appropriate to their age, understanding and preference. The nature of this communication will also depend on the substance and seriousness of the concerns; and we may seek advice from GATEWAY or the police to ensure that neither the safety of the child nor any subsequent investigation is jeopardised. Where concerns arise as a result of information given by a child, we recognise the importance of offering reassurance, but we cannot promise confidentiality. |
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| We recognise that an allegation or disclosure of child abuse or neglect may lead to a criminal investigation. We will be mindful of this in all communications with a child, and will not ask leading questions or attempt to investigate the allegations of abuse. If a child discloses information to us, we will:   * offer reassurance * believe him/her * listen * allow him/her to talk at their own pace * keep responses short, simple, slow, quiet and gentle and not interrogate * tell him/her that he/she has done the right thing and are * not to blame * remain calm and not make judgments * not promise to keep it a secret * not examine him/her * be observant for any non-verbal communications * say what we are going to do next, who we are going to contact, and when. * record any visible marks/injuries on a skin map   We will make accurate factual records of the conversation as soon as is reasonably practical, including what was said, who was present, and any relevant antecedent or subsequent events. |
| We recognise that a child who is abused, who witnesses violence or who lives in a violent environment may feel helpless and humiliated, may blame him/herself, and find it difficult to develop and maintain a sense of self worth. We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn. |
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| We recognise that our setting may provide the only stability in the lives of children who have been abused or who are at risk of harm. We therefore aim to encourage the development of self-esteem and resilience in all aspects of our work, by promoting and providing a caring, safe and stimulating environment and developing positive relationships with children and their families. |
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| If we receive an allegation against a member of staff and/or volunteer… |
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| Referrals to the Local Authority Designated Officer |
| All practitioners take care not to place themselves in vulnerable positions with children; and as much as is reasonably practical, one to one situations with an individual child will be avoided. |
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| We understand that a child may make an allegation against any practitioner within the setting. We recognise that dealing with such allegations is difficult but we will endeavour to take such incidents seriously and deal with them carefully and fairly. |
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| We will instigate procedures for dealing with an allegation against a practitioner, where it is alleged that s/he has:   * behaved in a way that has harmed a child, or may have harmed a child, *or*, * possibly committed a criminal offence against or related to a child, *or* * behaved in an inappropriate way towards a child which may indicate that he or she is unsuitable to work with children. |
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| We may also apply such procedures where:   * there are concerns about a practitioner’s behaviour towards their own children, *or* * children unrelated to their employment or voluntary work, and where there has been a recommendation from a strategy discussion that consideration should be given to the risk posed to those s/he works with, or * when an allegation is made about abuse that took place some time ago and the accused practitioner may still be working with or having contact with children. |
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| In some cases, we will be clear that we must make an immediate referral to GATEWAY, the LADO, and/or the police for investigation. This will apply where a child has appeared to have been hurt or at risk of harm, or where a criminal act appears to have been committed. However in other cases, it may be difficult to make a judgement based on the information available, and allegations may relate more to inappropriate, unprofessional behaviour rather than ‘abuse’. We, however, do not have a duty to investigate such allegations or the power to make an assessment of whether a concern relates to ‘abuse’ or ‘inappropriate behaviour’. We therefore treat all such allegations seriously, dealing with them objectively in a timely manner, and referring to the LADO for further advice. We will act on the advice of the LADO at all times. |
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| If it is deemed as a result of an allegation, a child has been injured and/or there is clear evidence of significant harm or risk of significant harm, we will make an immediate referral to GATEWAY and/or to the police in line with our child protection procedures. This will be in addition to our duty to contact the LADO. |

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| **Suspension** |
| We consider suspension as a neutral act. This means that suspension does not indicate whether an accused practitioner is guilty or not. Suspension is considered a necessary step in certain situations to enable a full and fair enquiry to be carried out into any allegations made. |
| A decision to suspend can only be made after full consultation with, and by the registered person, who is responsible for the employment of staff. Where possible, except in an emergency situation, we will also seek advice from the LADO before making any decision to formally suspend any accused practitioner. If a decision to suspend cannot be made in a timely manner, we will insist the accused practitioner takes a few days leave whilst further actions are considered. We will seek the necessary human resources and legal advice and ensure guidelines are followed in line with our setting’s disciplinary procedures. |
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| **We will consider suspension where:**  * there is cause to suspect, or it is clearly evident that a child is at risk of or has suffered significant harm * the allegation warrants a police investigation * the allegation is so serious that it might be grounds for dismissal. * The continued presence of the accused practitioner at the setting may hinder or impinge on any investigations carried out by CSC and the police.   We will evaluate the possible risks to children by the accused practitioner and how the situation can be effectively managed in order to ensure the safety of the individual child involved, and all children within the setting.  We will also consider if suspension is necessary in the best interest of the accused practitioner, to protect them from harassment or any other undue treatment. |
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| **If allegations are substantiated, we will proceed with our disciplinary procedures, only after liaison the LADO, CSC and the police where appropriate**, **to avoid any interference with or jeopardy to any on-going external investigations. We will report the incident to the Safeguarding Children’s Unit as appropriate.** |
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| **Whistle blowing** |
| The nursery encourages all adults involved in the care of children, to recognise the symptoms of possible concerns or protection issues and to follow the whistle blowing procedure if necessary. |
| We recognise that children cannot be expected to raise concerns in an environment where practitioners fail to do so; and therefore we have a formal Whistle Blowing Policy. |
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| We therefore encourage practitioners to feel confident in raising concerns and to question and act upon them. We provide avenues for practitioners to raise these concerns with the DPS and/or senior management; and we also ensure that we feedback on any action we may take as a result. We allow practitioners to take the matter further if they are dissatisfied with our response. |
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| We will do our utmost to protect a practitioner’s identity when they raise a concern and do not want their name to be disclosed, however this cannot always be guaranteed. In recognition of this, we will aim to protect any practitioner from harassment, and reassure them that they will be protected from reprisals for whistleblowing in good faith in accordance with our policy. If, however, individuals make malicious or vexatious allegations, disciplinary action may be considered and implemented. |
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| **How we support practitioners** |
| We recognise that practitioners working in our setting, who have become involved with a child who has, or may have suffered harm, are likely to find the situation stressful and upsetting. |
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| We therefore support such practitioners by providing an opportunity for them to talk through their anxieties with the DPS. If necessary, we will support practitioners in seeking external support and professional guidance such as counselling. We also recognise the sensitive nature of the DPS role, and that they themselves may also need further professional support and advice. |
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| We understand that being the recipient of an allegation can be distressing. We will therefore provide practitioners with guidance and details of the procedures we must follow, should an allegation be made against them. We aim to keep practitioners as up-to-date and informed as possible, subject to any information sharing restrictions imposed as the result of such allegations, on the advice of CSC, the LADO, and/or the police. |
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| Information sharing and confidentiality |
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| We ensure that all practitioners are aware that they have a professional responsibility to share relevant information with other agencies in order to safeguard children. We are acutely aware that often, it is only when information from a number of sources has been shared, collated and analysed, that it becomes clear that a child is suffering or is likely to suffer significant harm. We therefore work in line with the Government publication ’*Information sharing: Practitioners guide*’. |
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| We recognise that all matters in relation to child protection are confidential, and therefore we will only disclose such information on a need to know basis. |
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| We will ensure that all practitioners are aware that they cannot promise a child to keep secrets which may compromise their safety or well-being or that of others. |
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| We will always undertake to share our intention to refer a child to Gateway with their parents, **unless** we consider that to do so could put the child at greater risk of harm or impede a criminal investigation. If we are in doubt over whether it is appropriate to inform parents of a proposed referral, we will consult first with Gateway and act upon their advice and direction. |
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| Where we propose to share information about families, we will endeavour to be as open and honest as possible about the information we will share, with whom and why. We will respect the wishes of the parents, if they do not wish information to be shared, unless a child will be placed at risk of significant harm should we not do so. |
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| Where we seek consent from parents to share information, we will ensure that they are aware of:  • what will happen to the information  • who will be told what  • who they will then tell  • why people are being told the information.  This will enable parents to make an informed decision. |
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| We will ensure that all information shared is accurate, up to date, relevant and necessary, and only shared with those who need to know. Such information will always be shared securely. We will record the reason for the decision to share or not share information as appropriate. |
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| Record keeping |
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| We recognise that well-kept records are essential to good safeguarding practice. The records we maintain are therefore clear, straightforward, concise, accurate, contemporaneous (occurring in the same period of time) and legible. They will clearly differentiate between facts, opinion, judgments and hypothesis. |
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| We will maintain records in chronological order, and ensure that they are all dated and signed. We will record information, such as:   * background details of the child and family, and relevant contact numbers. * any identified additional needs * whether a EHAT assessment has been completed * cause for concern, including details of any allegations, their sources, timing and location * child’s current location, emotional and physical condition * details of any existing and new injuries * child’s explanation of what happened in their own words * adults explanation, if appropriate * any questions that were asked * any antecedents * any subsequent events * summary of observations * witnesses present * time and date   We will also record any information relating to the welfare of the child, for example, inappropriate clothing, excessive hunger, or unexplained absences. For each log, we will identify the action taken by whom, when and whether information was shared in-house, externally and/or with parents or not; and if not, the reason why. We will review logs regularly so that we can identify any patterns at the earliest opportunity. |
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| We respect that information we hold on a child is subject to a duty of confidence, and should not normally be disclosed without the consent of the parent. The Children’s Act 1989/2004 and Working Together to Safeguard Children, however, permits the disclosure of confidential information necessary to safeguard a child. |
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| We hold all records securely, and restrict access to authorised personnel only. Sensitive records will not be held with children’s general personal information. We observe the requirements of the Data Protection Act (1998), for the storage of both ordinary and sensitive personal data. |
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| We keep safeguarding records in relation to individual children for a minimum of 21 years and three months, in line with the requirements of the European Court of Human Rights. |
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| We will keep records in relation to allegations on the relevant practitioner’s confidential personal file and we will provide a copy to the individual concerned. We will keep these and all subsequent records on file until the person reaches normal retirement age or for 10 years if that is longer. This will be applied whether the allegation is considered founded or unfounded |

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| **Meeting Ofsted requirements** |
| As an Ofsted registered provider, we offer a care and learning environment which meets the requirements of the Revised Early Years Foundation Stage and/or Childcare Register as applicable. We meet statutory requirements, which are subject to inspection by Ofsted on an unannounced basis. Ofsted can take enforcement action should any of these requirements not be met, including our duty to safeguard and promote the welfare of children. |
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| **Agency contact numbers are:**   * Gateway 01752 668000 * Social Care Team out of hours 01752 346984 * Police Child Abuse Investigation unit 01752 284522 * Local Authority Designated Officer( L.A.D.O.) Simon White 01752 307144 * Early Years Safeguarding and Welfare Officer Maria Hollett 07795121445 or 01752 307486   Bright Sparks will take every step in its power to build up trusting and supportive relationships between families, staff and volunteers at the nursery.  Where concerns at home are suspected, Bright Sparks will continue to welcome the child and their family, while investigations proceed.  Date: April 2017 Review date: February 2018  **Bright Sparks**  **Childcare** Procedure for child protection concerns  * The named nursery child protection officer is Sharleene Sturgess (Manager) and the Deputy is Mandy Coath. * Should a member of staff have a concern about a child they should in the first instance discuss the concern confidentially with the Nursery Manager, or the senior member of staff on duty at the time. * Should the concern be shared after this discussion but not deemed urgent at this time, a safety concern form must be completed and ensure the Child Protection Officer is notified, if not already done. * **Should the Concern be deemed urgent**, the Child Protection Officer must be notified promptly and if unavailable, the senior staff member must refer directly to Children’s Social Care/Gateway on 668000 and follow their instructions. * Should a referral be necessary this will be made to Children’s Social Care by telephone and followed up in writing within 48 hours. * Should Children’s Social care not confirm the referral in writing within 3 days they will be contacted again. * No staff are to ask children any leading questions or attempt to investigate further as this could jeopardise any criminal investigation. * For further advice refer to the ‘**What to do if you’re worried a child is being abused’** booklet,which is located inside the child protection folder.   **Bright Sparks**  **Childcare** Whistle Blowing Policy & Procedure The official name for whistleblowing is ‘making a disclosure in the public interest’. When a member of staff has concerns about the suitability of another member of staff to be working with children or that the environment is not a safe place for children to be, they have a duty to report these concerns and the following procedure should be followed:   1. If something another member of staff is doing makes you feel uncomfortable you should discuss it with your supervisor or the Nursery Manager, see appendix 1 at the end for some examples. 2. If you are unsure whether your concerns are founded, supervision is a good opportunity to discuss them as anything you say remains confidential. However if the concerns are of a serious nature they need to be reported as soon as possible. 3. If you have concerns about your supervisor you should report these concerns to the nursery Manager or Managing Director. 4. Should your concerns be about the nursery environment as a whole including the Management personnel you should discuss your concerns with one of the following:   Maria Hollett (Early Years Safeguarding and Welfare Officer)  Telephone: 07795121445/ 307486  Simon White (Local Authority Designated Officer)  Telephone: 307144  Gateway (Children’s Social Care)  Telephone: 668000  Ofsted Telephone 03001231231  **Do Not**   * Be worried about the consequences to yourself, you are protected by law, see appendix 2. * Attempt to deal with the situation yourself. * Make assumptions, offer alternative explanations or diminish the seriousness of the behaviour or alleged incidents. * Keep the information to yourself or promise confidentiality. * Take any action that might undermine any future investigation or disciplinary procedure, such as interviewing potential witnesses, or informing the alleged perpetrator or parents or carers.   **Appendix 1**  Examples of possible suspicious behaviour are:   * Eagerness to perform duties that require undressing children i.e changing nappies and ‘toilet training accidents’ and taking children to the toilet. * Attempts to separate children and be on their own with a child. * Inappropriate touching or suggestions. * Secrecy or hiding something when you enter the room. * Discussing inappropriate things that make you feel uncomfortable (like sex or violence), especially if they try to draw you into the conversation. * Unnecessary physical force used on a child (this should only ever be a gentle restraint or removal as a last resort when not using it could result in the child hurting themselves, others or damaging property, see behaviour management procedure). * Rough handling of children i.e. when picking up or putting down. * Unfair treatment of the children i.e. appearing to treat one child more favourably than another. * Undermining children’s confidence i.e. giving a child or children frequent negative feedback on their efforts.   **Appendix 2**  You are protected as a whistleblower if you:   * are a 'worker' * believe that malpractice in the workplace is happening, has happened in the past or will happen in the future * are revealing information of the right type (a 'qualifying disclosure') * reveal it to the right person, and in the right way (making it a 'protected disclosure') * for more information on your rights follow link to Direct.Gov website http://www.direct.gov.uk/en/Employment/ResolvingWorkplaceDisputes/Whistleblowingintheworkplace/DG\_10026552   What is likely to happen afterwards:   * Confidentiality will be maintained where possible, however the safety of the child will always take precedence, so if it is felt a child could be in danger this cannot be guaranteed. * In some cases the suspicious behaviour can be explained and this will be identified after a discrete internal investigation carried out by the Manager or DPS who will in the first instance ensure they are happy that there is not a case for concern.   Should there be deemed to be a case for concern or any doubt that there may be the following procedure will be followed:   * A written report will be made of the concerns and you will be asked to confirm that the report is correct and sign and date it. This will be counter signed by the Designated Safeguarding Person Sharleene Sturgess or in her absence the deputy DSP Amy Weeks. * Information we have and personal details about (i) the child/ren, parents/carers, siblings; (ii) the person against whom the allegation has been made; and (iii) details of any known or possible witnesses, including checking on and recording, with times, dates etc. any other incidents or concerns about the child/ren or the member of staff/volunteer concerned together with actions taken and outcomes will be collated and recorded. At the same time keeping alert for patterns which might suggest the abuse goes further afield and involves other children and adults. * The Local Authority Designated Officer, Simon White may be contacted for advice and will be informed within 1 working day of any allegations. * The member of staff who has been reported will be notified of the allegations once the L.A.D.O. has informed us we may do so. They will then have the procedure and possible outcome e.g disciplinary action, dismissal, referral to regulatory body explained to them together with sources of support and advice, e.g from professional organization/trade union. * An investigation will be carried out in accordance with Local Authority procedures. * Ofsted will be notified.     Date: February 2017 Review Date: February 2018  **Bright Sparks**  **Childcare**    *Safer Recruitment Policy*  **Bright Sparks are committed to provide equality and fairness for all in our employment and not to discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination. All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. Confidentiality will be strictly maintained.**   1. **INTRODUCTION**   The purpose of this Policy is to set out the minimum requirements of a recruitment process that aims to:   * Attract the best possible applicants to vacancies * Deter prospective applicants who are unsuitable for work with children or young people * Identify and reject applicants who are unsuitable for work with children and young people  1. **STATUTORY REQUIREMENTS**   There are some statutory requirements for the appointment of some staff in nurseries. These requirements change from time-to-time and must be met.   1. **INVITING APPLICATIONS**   Subject to the availability of training, the nursery will ensure at least one recruiter has successfully received accredited training in safe recruitment procedures.   1. **INVITING APPLICATIONS**    1. Advertisements for posts – whether in newspapers, journals or on-line – will include the statement:   “The Childcare provider is committed to safeguarding children and young people. All postholders are subject to a satisfactory enhanced check from the Disclosure and Barring Service and 2 satisfactory references.”   * 1. Prospective applicants will be supplied, as a minimum, with the following:      * Job description and person specification * The nursery’s child protection policy * The nurseries recruitment policy (this document) * The selection procedure for the post * An application form.        * 1. All prospective applicants must complete, in full, an application form.  1. **SHORT-LISTING AND REFERENCES**     1. Short-listing of candidates will be against the person specification for the post.    2. Where possible, references will be taken up before the selection stage, so that any discrepancies can be probed during the selection stage.    3. References will be sought directly from the referee and one must be from the last employer. References or testimonials provided by the candidate will never be accepted.    4. Where necessary, referees will be contacted by telephone or e mail in order to clarify any anomalies or discrepancies. A detailed written note will be kept of such exchanges.    5. Where necessary, previous employers who have not been named as referees will be contacted in order to clarify any anomalies or discrepancies. A detailed written note will be kept of such exchanges.    6. Referees will always be asked specific questions about:  * The candidate’s suitability for working with children and young people * Any disciplinary warnings, including time-expired warnings, that relate to the safeguarding of children * The candidate’s suitability for this post.   1. Nursery employees are entitled to see and receive, if requested, copies of their employment references.  1. **THE SELECTION PROCESS**    1. Selection techniques will be determined by the nature and duties of the vacant post, but all vacancies will require an interview of short-listed candidate’s.    2. Interviews will always be face-to-face. Telephone interviews may be used at the short-listing stage but will not be a substitute for a face-to-face interview (which may be via visual electronic link).    3. Candidates will always be required:  * To explain satisfactorily any gaps in employment * To explain satisfactorily any anomalies or discrepancies in the information available to recruiters * To declare any information that is likely to appear on a DBS disclosure * To demonstrate their capacity to safeguard and protect the welfare of children and young people. * To spend a period of time working with children in the setting. (under supervision)  1. **EMPLOYMENT CHECKS**    1. All successful applicants are required:  * To provide proof of identity * To complete a DBS disclosure application and receive satisfactory clearance * To provide actual certificates of qualifications * To provide proof of eligibility to live and work in the UK.  1. **INDUCTION**    1. All staff who are new to the setting will receive induction training that will include the nursery’s safeguarding policies and guidance on safe working practices. The Induction will last for a period of two weeks to give new staff a chance to read all policies and procedures in detail.    2. Regular meetings will be held during the first 6 months of employment between the new employee(s) and the appropriate manager(s).    3. Performance reviews will be held yearly and Supervisions will be conducted every 6 weeks to ensure the employee remains suitable.   **ALL STAFF MUST COMPLETE YEARLY A DECLERATION OF OFFENCES FORM**.  Date: February 2017 Review date: February 2018  **Bright Sparks**  **Childcare** |
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*Administering medication Policy*

* Information on children’s short and long term medical needs is obtained when a child enrolls.
* Any individual medical plans that are required will be agreed with parents, recorded and kept up to date.
* Parent/carers are required to sign a medical release form for any prescribed medication that the child is on and needs administering at nursery.
* The parent/carer must give clear instructions about the dosage and administration of the medication, including when it was last administered, the date, the child’s name, the name of the medication, reason for medication, possible side effects, expiry date, time to be given. Permission must then be granted for a member of staff to follow these instructions and a signature obtained.
* If possible the parent/carer is asked to administer the medication prior to or after their session at nursery.
* All medication will be kept out of the reach of children or in the fridge, which is not freely accessible to children.
* All medication given will be recorded with time, date and signature of administrating member of staff and a practitioner witness. The parent/carer will be asked to sign to confirm they have been informed of the medication that has been administered.
* In the event of any specialist medication such as insulin, adrenaline or nebulisers needing administration, staff will be trained by a professional body (e.g. nurse) and the position will be clarified by reference to the insurance company.
* Epipen training will be sought from the Community nursing team on 01752 439440 if required.
* Only medicines prescribed by a doctor will be administered in nursery.
* Non-prescribed medication will only be administered if there is a genuine medical reason to do so. This will then be treated as prescribed and specific permission to administer will be sought.
* Reasonable adjustments will be made for children with medical needs.
* Any emergency medication is kept accessible by staff but out of the reach of children. It will not be locked away.
* All medication is stored according to instructions and inaccessible to children. It is stored in it’s original container which must be clearly labelled. Providers will not administer any medication unless it meets these requirements.
* If children are unwell and require medicine they should wherever possible be home with parent/carer. Where a medical professional deems it safe for them to resume nursery staff may administer the medication following our procedures after 48 hours of being on the medication. This policy is essential in case the child suffers an allergic reaction.
* All medical information will be kept confidential.

Date: February 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

*Food and Drink Policy*

We are committed to the health, safety and wellbeing of everyone within the nursery. Staff work towards encouraging children and adults to make healthy, informed choices and discourage harmful practices. We share responsibility with parents and other professionals to give guidance and education on health issues and the risks of unhealthy eating practices including dental health issues.

We believe food can be used in a variety of educational ways. Children can learn about where food comes from, growing cycles, the seasons, and learn about other peoples’ lives and cultures. Children are encouraged to celebrate holidays, religious festivals, special events and the various foods associated with these events and are encouraged to experiment with unfamiliar foods.

Our setting regards snack and meal times as an important part of the setting's day; we welcome cultural and religious differences and respect the individual needs of children, parents and staff. Eating represents a social time for children and adults and helps children to learn about healthy habits. All snacks and meals will be homely, healthy, balanced and nutritious to meet the children's dietary needs.

We maintain the highest possible food hygiene standards with regard to the purchase, storage, preparation and serving of food and are registered as a food provider with the local authority Environmental Health Department. All meals are prepared on the premises, unless the parent has been asked to provide a special diet for their child. We follow safer food better business guidelines regarding the correct handling and management of food. The local authority environmental health authority inspects our kitchen. At present we hold a food hygiene rating score of 5 out of 5.

**Meals:**

▪Breakfast is available between the hours of 7.30 -8.30am.

▪Mid-morning snack is served between 10-10.30 am  
▪Lunch is served at 12 pm  
▪Afternoon snack is served between 2.30-3pm

▪Tea/evening snack is served at 4.30pm

\*Where children are sleeping over mealtimes their meal is covered and stored correctly and served when the child awakens.  
We have summer and winter menus’, and welcome suggestions from children, staff and parents when planning these. Menus are on a three-week rolling cycle and will reflect other cultural backgrounds, with a variety of flavours and textures.

1. Main meals will include a variety of foods from the four main food groups:  
    Starchy foods (up to 4 portions per day)
2. Fruit and vegetables (up to 5 portions per day as part of all main meals and some snacks)
3. Meat, fish, eggs, beans and non dairy sources of protein
4. Milk and dairy foods (3 portions per day)

▪Whilst we recognise some children have larger appetites, portion sizes are based upon School Food Trust ‘Eat Better Start Better’ guidelines and specific dietary needs in order to prevent childhood obesity.

▪Where possible food provided will not contain nut or not products. Foods containing gluten (e.g. bread pasta etc) are not given to children under the age of 6 months.

▪Salt and sugar is restricted in all meals, naturally sweet fruits are used to sweeten foods.

▪Children still receive dessert even if they refuse their main course unless their parents have requested otherwise.

▪Staff will not consume their own food in front of children unless they have a specific dietary requirement.

**Drinks:**

▪Water is provided at all meal/snack times.

▪Children at Bright Sparks have free access to their water bottles; babies are offered additional drinks as and when (key workers understand their key children’s need and react accordingly).

▪Milk or diluted fresh fruit juice is available at some meals/snack times.

Children are given whole pasteurised milk. Soya drinks are only given as a substitute for cow’s milk with the parent/guardian’s agreement and then only those fortified with calcium are given.

▪All non-baby milk drinks are offered in feeder cups or mugs; under no circumstances will we give fruit juice in a bottle or feeder cup.

▪Parents must give written permission to allow nursery to give pre-made up milk to their child. They must ensure any milk is safe for consumption, staff will store this in the fridge until it is ready to use. Fresh and frozen breast milk provided by parents must be used within 24 hours and have the expressed date on. We accept no responsibility for any pre made bottles/breast milk.

▪Staff will only drink water in front of children.

**Staff will:**

▪Make powdered milk up according to manufacturers’ instruction.

▪Discard any unused milk within 1hr of being made up/ heated.

▪Store milk cartons according to manufacturers’ instructions and refrigerate opened milk cartons and discard after 24hours.

▪Store breast milk in the fridge and discard any milk after 1 hour of being heated.

▪Where a child needs their bottle to go to sleep, there will be an adult sitting with the child-No child will ever be placed in a cot with a bottle.

**ROLES AND RESPONSIBILITIES**

**The cook will be responsible for:**

▪Food preparation and following the principles of Hazard Analysis and Critical Control Point (HACCP) and risk assessment with regards to the purchase, storage, handling, preparation

and serving of food.

▪The completion of all Safer Food Better Business documentation

▪Ensuring staff are following guidelines when preparing snacks, re-heating food, cooking with the children or using kitchen equipment. (See kitchen risk assessment and safer food better business documentation located in the kitchen).

▪Planning rotational menus.

▪Consulting with staff, children and where possible parents when planning meals and snacks and adapt meals to meet the dietary requirements of all those who attend our setting.

▪Making recipes are available for parents to take home on request.

▪Reporting any unsafe practice/incident to the manager immediately.

**Staff will:**

▪Sit with children while they eat and provide good role models for healthy eating. Conversation is encouraged at each table, staff will observe the children to ensure they are drinking/eating enough and be aware that behaviour may suggest the child is thirsty/hungry. Food intake is recorded in a communication book for each child under the age of 24 months, this is only done over the age of 24 months at parents request or where there are concerns over eating habits/food

▪Encourage children to develop good eating skills and table manners all are encouraged to say ‘please’ and ‘thank-you’. We use meal times to help children to develop independence through making choices, serving food and drink and feeding themselves. Staff will be sensitive to the needs of children who are fussy eaters or small eaters.

▪Ensure children are given plenty of time to feed and hold feeding utensils, bibs are used where necessary and hands/ faces are cleaned with an individual soft clean flannel.

▪Discourage children from sharing and swapping their food with one another in order to protect children with food allergies.

▪Encourage children to use the water bottles provided. Babies are offered additional water throughout the day. Additional cool drinks and/or ice lollies are offered after exercise and during warmer months, hot drinks are offered during extreme cold weather.

▪Ensure that parents are given adequate notice of any changes to meals, food choices or any other aspect of food provision.

▪Treat all children equally, ensuring appropriate utensils are available for children and their stage of development. Staff will take account of the eating practices in their cultures.

▪Not give sweets as rewards-we believe in rewarding the children through verbal praise and stickers.

**Senior management will:**

▪Review menus and meal times to ensure children’s needs are being met.

▪Ensure we use reliable suppliers for the food we purchase and Inform parents who provide specialist food for their children about the storage facilities available in the setting.

▪Inform environmental health of any major incident or concern over food hygiene where applicable. Where children and/or adults have been diagnosed by a GP or hospital doctor to be suffering from food poisoning and where it seems possible that the source of the outbreak is within the setting, the manager will contact the Environmental Health Department and the Health Protection Agency and will comply with any investigation or act on any advice given. If the food poisoning is identified as a notifiable disease under the Public Health (Infectious Diseases) Regulations 1988 the setting will report the matter to Ofsted.

▪Ensure equipment is suitable for its use (including fire safety equipment) and provide separate facilities for hand-washing and for washing up in the kitchen area. Appropriate utensils are provided for children suitable to their stage of development.

**Parents:**

▪Must provide us with information on their child’s dietary requirements, likes/dislikes, weaning stage (where applicable) and special request (i.e whether the child can have puddings).

▪Must provide specialist food for their children where applicable.

▪Are advised that suitable portion sizes are imperative in the prevention of childhood obesity and that vitamin supplements are not necessary if a child has a healthy balanced diet.

▪Must be mindful that children should not bring in food/drinks from home-especially chocolate/sweets/biscuits, juice/tea etc in bottles-these will be sent home.

▪Are allowed to bring in cakes/treats for their child’s birthday (these must not contain nut or nut products). Any ‘treats’ will be handed out at the end of the session.

▪Must be mindful that dipping dummies/comforter into sugary drinks or giving juice in a bottle can seriously contribute to tooth decay (even when it appears no teeth are apparent).

TRAINING AND DEVELOPMENT

On induction staff are given information on food hygiene, on site training is available to all staff. Staff are encouraged to go on various training that gives knowledge on food and nutrition and dental health. All information gathered is passed to the rest of the team.

▪Staff who work directly with food have received safer food better business training. Some staff have completed level 2 food hygiene training.

▪The cook will renew food hygiene training every 2 years.

▪Staff will receive addition allergy management training where applicable.

▪Parents will be given information on healthy eating/dental health.

newsletters, general discussions and displays around the nursery.

▪Children are encouraged to participate in the making and preparing of different foods and are

made aware of the importance of clearing up, keeping themselves clean and looking after ones physical and emotional well being.

▪Children and staff are taught about basic hygiene e.g. washing hands with soap and water before eating meals or snacks after going to the toilet /changing nappies/wiping noses or handling animals.

**DIETARY REQUIREMENTS/ALLERGIES AND INTOLERANCES**

**Definition**

Intolerance is used to describe all untoward reactions to foods.  
Food allergy refers only to those adverse reactions, which involve the immune system

**The cook will:**

▪Check all food labels checked to ensure the food contains none of the specified allergens. Depending on the severity and medical advice the food exclusion may need to be extended to include factory or production.

Staff will:

▪Liaise with parents to complete care plans where a child has severe allergies.

▪Share information with other staff and ensure dietary requirement boards are up to date.

▪Sit with children at mealtimes and ensure that those with special dietary requirements do not

have access to food which may cause them harm.

▪Inform the manager of any food allergies and complete a health care plan as appropriate. With permission from the adult other staff may be informed and shown how to administer medication if necessary.

Parents:

▪Must provide information on dietary requirements, allergies and intolerances on their child’s confidential information forms or as they occur in their child’s learning journal (including those that pertain to religious or cultural beliefs).

▪Must complete a health care plan form where their child has a food allergy this will contain:

**The allergen:**

▪(i.e. the substance the child is allergic to such as cow’s milk, wheat, eggs, fish, shellfish, nuts, and legumes (such as Soya).

**The nature of the allergic reactions**

▪Coughing and wheezing, Rashes, reddening of the skin, Skin swelling.

▪Vomiting/ and or diarrhoea which can sometimes be bloody, a bloated tummy

▪Runny eyes and nose, Difficulty in breathing-due to severe asthma or throat swelling(anaphylactic shock)

This form is kept in the child’s/ staff’s personal file and a copy of information is displayed where staff can see it.

**The manager or Deputy manager will:**

▪Liaise with other professionals such as dietician, practice nurse, GP or health visitor regarding a child’s eating/dietary requirements/allergy.

▪Review control measures – such as how the child/adult can be prevented from contact with the allergen and kitchen risk assessments with the cook where a child or member of staff has a food allergy.

**WEANING**

We advise parents that solid and non-milk drinks are not started before 6months. Staff will follow parents requests with regards to baby-led weaning. Weaning is based on each child’s individual needs and when the baby is ready

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| Age (approximately) | Recommendations |
| Between 4 and 6 months: | 1. Baby rice/mashed rusk 2. Baby cereal 3. A variety of pureed fruit/and or vegetables/ fromage frais 4. Introduce some finger foods- carrot sticks, toast, rice cakes) |
| Between 6 and 9 months: | 1. Introducing white meat, rice, pasta 2. Normal cereal made with baby/milk 3. Texture is gradually introduced (i.e. mashed, then lumpy consistency) 4. Introduce red meat. |
| Between 9 and 12 months: | 9. Mincing or finely chopping food 10. Yoghurts |
| By 12 months: | 11. Offer a varied and well balanced diet including the introduction of Marmite/ Weetabix 12. Introduce cow’s milk. |

FURTHER GUIDANCE

Safer Food, Better Business www.food.gov.uk/foodindustry/regulation/hygleg/hyglegresources/sfbb/ Eat Better Start Better. Voluntary Food and Drink Guidelines for Early Years Settings in England – A Practical Guide available at http://www.schoolfoodtrust.org.uk/parents-carers/for-parents-carers/eat- better-start-better/voluntary-food-and-drink-guidelines-for-early-years-settings-in-england-a-practical- guide

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Date: April 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

*Sick Child Policy*

* Parents/carers must keep their child home if they are aware that they have an infection.
* The school or pre-school group must make the nursery aware if any children due to be picked up from them by Bright Sparks are ill but cannot get in contact with the parent/cared.
* The nursery must be informed if any illness occurs, so staff can alert others of the nature of the infection.
* Children who appear unwell will be observed and if necessary sent home.
* If there should be a query, especially about a possible infectious disease reference will be made to the ‘spotty book’, 111 or tPublic Health England and advice sought on exclusion periods.
* Children not return to the nursery for 48 hours after vomiting or diarrhoea. It is recognised that sometimes children will vomit when there is no illness so exceptions can be made at the Managers discretion.
* Parents/carers of children who become unwell at nursery will be informed and asked to come and collect them ASAP.
* Staff, whose children are unwell, will not let them accompany them to work.
* Cuts and open wounds on children and adults will be covered at all times.
* Parents will always be contacted and informed if their child has a high temperature of 101 degrees f/38 degrees c or above. While waiting for the parent to collect the child, the nursery staff will attempt to reduce the child’s temperature by giving fluids, removing the child’s top layer of clothing and applying tepid flannels.
* To prevent the spread of conjunctivitis, suspected cases will be reported immediately to parents/guardians who will be requested to take their child from nursery to be seen by a doctor. Children may return once treatment has begun.
* To minimise the spread of any infectious disease Bright Sparks will always notify other parents that there have been cases, or suspected cases within the nursery before their child attends and in some cases may advise non-attendance until the risk of infection has been reduced through scrupulous extra sanitizing of the entire environment.
* In the case of an epidemic, the local authorities will be notified.
* Ofsted will be notified within 14 days of any serious injury or death of a child.
* Should we suspect the child is suffering from a notifiable disease, identified as such in the Public Health (infection diseases) Regulations 1988 we will inform Ofsted and Public Health England. We will then follow any advice given by the Public Health England and notify Ofsted of these actions.
* In the event of an infectious illness outbreak all equipment is sterilised and material items washed (where possible on a boil wash). Where necessary the nursery will be closed to enable a more thorough clean to take place.

Date: February 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

*Behaviour Management Policy*

We in Bright Sparks Childcare recognize the importance of promoting acceptable behaviour and methods of discipline within the childcare setting. We believe that all children have the right to expect positive approaches to discipline, which foster self-esteem, respect, tolerance and self-control. Behaviours which injure people either emotionally or physically or damage property are real problems for adults/staff and the other children must be dealt with in an appropriate manner. By promoting these beliefs Bright Sparks Childcare will endeavour to ensure the group is safe, fair and considerate to all.

**Our aims:**

* To Promote self-discipline.
* To develop within each child an appreciation of others and their feelings.
* To increase children’s understanding of the consequences of their behaviour on others and themselves.
* To encourage the child’s ability to socialize and get along with others.
* To reinforce the positive and discourage the negative behaviour.

We will do this by:

**PRAISE AND ENCOURAGMENT**

We will praise and encourage the positive behaviours so that qualities such as kindness, thoughtfulness, tolerance, perseverance and concentration are appreciated and acknowledged.

**REASONING**

We will reason and discuss with the child why they should or should not do something. This should help them to relate the behaviour to the consequences.

**PHRASING**

We will endeavour to phrase directions, as far as possible, in a clear and positive manner. For example instead of saying ‘don’t’ we will endeavour to explain why they should not do something.

**LAYOUTS**

We will endeavour to set out Bright Sparks Childcare in such a way to promote positive child behaviour and reduce the possibility of problems occurring by:

* Allowing enough space around each activity.
* Having each area clearly defined.
* Allowing access to a range and choice of equipment.
* Providing appropriate materials at each activity.
* Providing activities that require co-operation rather than competition. This should promote qualities such as turn-taking, sharing, trust and compromise.
* Providing a rang of stimulating activities, which will require concentration and perseverance.

**SETTING RULES**

We will set rules in Bright Sparks Childcare for the children, which are basic and simple and give an explanation as to why we have these rules. For example no hitting-because it hurts and we wouldn’t like someone to hit us etc…

**APPLYING THE RULES**

We will apply these rules consistently and fairly. This will be done by:

* Informing the children of the rules.
* Informing the children why we have the rules.
* Informing the staff of the rules and how to apply them.
* Informing the parents of the rules.

**THE STAFF**

We expect the staff to set a positive example to the children by:

* Regularly examining their own conduct.
* Listening carefully to children and value what they have to say.
* Give the children clear and consistent explanations of the limits required in the setting.
* Ensure that children do not receive attention for inappropriate behaviour.
* Allow children to express choices.
* Acknowledge children’s feelings and encourage them to express them verbally or creatively.
* Adhering to the rules of the group.
* Respecting the children and adults in the group.
* Being mannerly.
* Remembering that children learn by example.

**VALUING AND PROMOTING THE PARNERSHIP WITH PARENTS**

We value the partnership with parents in Bright Sparks Childcare and will endeavour to inform and discuss with them on these matters.

**DON’TS**

* Physical punishment, such as smacking or shaking will NEVER be used or threatened.
* Adults should not shout or raise their voices.
* Staff should avoid labeling children as ‘naughty’ or ‘good’. Labels can have undesirable long-term effects.
* Unnecessary constraints or restrictions will not be imposed on children.

**DO’S**

* Staff are to stop aggressive or bullying behaviour immediately and make clear that this type of behaviour is unacceptable. This is to be done by explanation rather than personal blame.
* Any behaviour problems are dealt with in a developmentally appropriate way. Staff are to help the children understand and they are loved/valued even when their beahaviour/actions are not.
* When necessary, staff should outline the problems for children and encourage them to think out solutions.
* Staff should help children to take responsibility for the actions. For example, wiping up spills and helping repair equipment.
* Adult use observations as a way of finding out any possible reasons for unwanted behaviour.

**IN THE CASE OF PERSISTENT INAPPROPRIATE BEHAVIOUR**

The child’s parents/carers should be involved.

The leader will discuss the situation with the parents/carers in an attempt to find the possible cause of the behaviour.

The leader and the parents/carers will, together, develop strategies for dealing with the unwanted behaviour, which could be implemented at home in the setting.

Should it be necessary and with the consent of the parent/carer, advice and assistance will be sought from relevant external specialists to address the matter.

In extreme cases, to protect other children and staff, Bright Sparks reserves the right to exclude the child from the group, this may be a temporary or permanent measure.

Date: February 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

*Health & Safety Policy*

**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 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 in 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. To ensure this, the policy and the way in which it has operated will be reviewed at least every year. Bright Sparks Health and Safety Officer is Kerry Higgins.

**Roles and Responsibilities**

Employer/Manager will:

* Decide what could harm anyone in their job and take precautions to stop it, as part of regular risk assessment.
* In a way that can be understood, explain how risks will be controlled and tell everyone who is responsible for this.
* Consult and work with everyone and their health and safety representatives in protecting everyone from harm in the workplace.
* Free of charge, give all staff the health and safety training they need to do their job.
* Free of charge, provide all staff with any equipment and protective clothing they need, and ensure it is properly looked after.
* Provide toilets, washing facilities and drinking water.
* Provide adequate first-aid facilities.
* Report major injuries and fatalities at work to the Incident Contact Centre: **0845 300 9923**. Report other injuries, diseases and dangerous incidents online at **www.hse.gov.uk**.
* Have insurance that covers staff in case they get hurt at work or ill through work. Display a hard copy or electronic copy of the current insurance certificate where anyone can easily read it.
* Work with any other employers or contractors sharing the workplace or providing employees (such as agency workers), so that everyone’s health and safety is protected.
* We have a Health and Safety Appointed Person: Emily Webber who has attended all relevant training.
* Providing safe resources and maintaining equipment. Checking with the Manager that everything is up to date.
* Checking risk assessments are correct, ensuring that staff are following procedures.

**Senior Room Leaders**

To ensure that procedures are being carried out correctly and to check equipment regularly.

**All Senior Staff**

To ensure that all staff are aware of Health & Safety Procedures and that the correct procedures are being adhered to for the safety of the customers, staff and children. To make sure that equipment is in good working order and is checked on a regular basis.

**Aims and Objectives**

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

* To establish and maintain a safe and healthy environment throughout the nursery
* To establish and maintain safe working procedures amongst staff and children
* To 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
* To ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own safety and health at work and to ensure the access to health and safety training as and when required
* To maintain a safe and healthy place work and safe access and egress from it
* To formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery
* To follow the regulations of the Health and Safety at Work Act 1974 and any other relevant legislation

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

* Ensure the highest standards of cleanliness are maintained
* Ensure safe and clear accesses and exits from the building, including fire exits
* 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 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 infections, diseases and that they wear protective gloves and clothes where appropriate
* Prohibit smoking on the premises and school grounds
* Prohibit any contractor working on the premises without prior discussion with the management team and to ensure they are never left unsupervised, to negate any risks to the staff or children.
* In cases of extensive works being done, ensuring that an appropriate risk assessment has been made and forwarded to Ofsted
* No inappropriate jewellery to be worn. Stud earrings only and plain band rings – cluster type rings are unacceptable. This applies to staff and children. No child will be accepted into the setting without such items of jewellery being removed by the parent.
* Dress code is smart and practical with sensible shoes that encase the toes. Long hair to be tied back
* All electrical sockets should be protected by safety plugs. No trailing wires
* All cleaning materials/toilet cleaner to be placed out of reach of children in locked cabinet.
* Nuts, for instance peanuts are not allowed in the setting.
* Telephone calls must be received before 8.00am if a member of staff is not well enough to attend work, by 6.30, if they are on the early shift.
* All staff should familiarise themselves with the First Aid boxes and know who the qualified first aiders are. All staff to attend Paediatric first aid training as soon as possible and then keep it up to date, (at the nurseries expense).
* Children to be supervised at all times
* No student to be left unsupervised at any times

**Hygiene**

* The children always wash their hands after using the toilet and before consuming food.
* Boxes of tissues are available and older children are encouraged to wipe their own noses and dispose of the soiled tissue in the bin, then wash their hands ‘catch it, bin it, kill it’.
* Children are asked to shield their mouths when coughing or sneezing.
* Paper towels are used and disposed of correctly.
* All staff and volunteers are made aware of how infections such as HIV are transmitted. In conjunction, incidents involving loss of bodily fluids are always handled with care.
* Disposable gloves and aprons are always used when cleaning up spills of bodily fluids and are then disposed of correctly.
* Spills of any bodily fluids are cleaned with a safe sanitizing substance.
* Clothing contaminated with bodily fluids are immediately removed for washing.
* Spare clothing is available in the event of an accident.
* Gloves and aprons are used for nappy changing, and nappies are disposed of in appropriate receptacles, which are emptied regularly.
* Uniforms are provided, staff must ensure they are worn and kept clean and tidy.

**Cleaning**

* The premises and equipment are cleaned regularly with daily, weekly and

Termly schedules in place and sheets to complete once the task is done.

* Different coloured cloths are used for the toilet area, kitchen, dining area and art area.
* Different coloured mops are used for the toilet, art area and the kitchen floors.
* Toilets are checked for cleanliness hourly and sanitised regularly.
* Potties are emptied and sanitized after each use.
* All equipment and toys used by the babies is sanitized daily.

**Food**

* All utensils are kept clean and stored in a dust free area.
* All food is covered or self-contained.
* Staff thoroughly wash their hands before preparing food and wear blue disposable aprons and gloves throughout preparation and serving.
* Staff to tie long hair back at all times.
* Staff do not cough or sneeze over any food to be served.
* All staff preparing food have attended food hygiene training.
* All uneaten food is kept out of reach of the children and disposed of correctly.
* All surfaces used for preparing or eating food are cleaned with an anti-bacterial cleanser.
* All food utensils are washed in a dishwasher after use.
* Children wash hands before eating and clean their faces afterwards with separate fresh flannels that are laundered daily.
* Children never share flannels, or eating/drinking utensils.

**The management committee consider this matter of such importance that breach of health and safety procedures by staff constitutes misconduct and will be dealt with as a disciplinary matter (see staff handbook). Staff and management must constantly be mindful of their responsibilities individually and collectively for the safety of themselves and their colleagues.**

Date: February 2017 Review date: February 2018



**Bright Sparks**

***Smokefree Policy***

**Purpose**

This policy has been developed to protect all employees, service users, customers and visitors from exposure to secondhand smoke and to assist compliance with the Health Act 2006.

Exposure to secondhand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace doe not eliminate the danger.

**Policy**

It is the policy of Bright Sparks that all our workplaces are smoke free, and all employees have a right to work in a smokefree environment. The policy came into effect on Sunday 1 July 2007. Smoking is prohibited in all enclosed and substantially enclosed premises in the workplace. This includes company vehicles and areas close to children’s play areas.. This policy applies to all employees, consultants, contractors, customers or members and visitors.

**Electronic Cigarettes.**

For the purpose of this policy Electronic cigarettes are classed as smoking and therefore hold the same rules and principles and sanctions as that of a cigarette.

**Implementation**

Overall responsibility for policy implementation and review rests with Sharleene Sturgess. However, all staff are obliged to adhere to, and support the implementation of the policy. The person named above shall inform all existing employees, consultants, and contractors of the policy and their role in the implementation and monitoring of the policy. They will also give all new personnel a copy of the policy on recruitment/induction.

Appropriate ‘no-smoking’ signs will be clearly displayed at the entrances to and within the premises, and in all smokefree vehicles.

**Non-Compliance**

Local disciplinary procedures will be followed if a member of staff does not comply with this policy. Those who do not comply with the smokefree law may also be liable to a fixed penalty fine and possible criminal prosecution.

**Procedure to be followed by staff who wish to smoke.**

Staff who wish to smoke may do so at the far side of the premises away from the nursery entrance (by the church entrance). Staff are expected to keep the area clear and tidy after use and if required change their uniform afterwards.

**Help To Stop smoking**

The NHS offers a range of free services to help smokers give up. Visit gosmokefree.co.uk or call the NHS Smoking Helpline on 0800 169 0 169 for details. Alternatively you can text ‘GIVE UP’ and your full postcode to 88088 to find your local NHS Stop Smoking Service.

Date: February 2017 Review date: February 2018



**Bright Sparks**

# Procedure for Risk Assessment

* The named nursery risk assessment officer is Kerry Higgins
* Safety checks are carried out before each session which will identify any risks, these are attended to immediately whenever possible and when not they are recorded for Stacey to attend to as soon as possible. Should Stacey not be able to attend to the risk she reports it to the Manager to attend to.
* As well as the above, the nursery is thoroughly assessed monthly by Emily for any risks which are dealt with by her or reported to the Manager.
* Any risks in the nursery are written down and recorded in the risk assessment folder. Each risk is dealt with individually, and all activities are risk assessed prior to implementation.
* Before outings from the nursery, risk assessments will be done on the places that are due to be visited, by Emily or another competent member of staff. The staff member will then make recommendations for the safety of the children that the other staff will adhere to.



**Bright Sparks**

**Childcare**

# Preparation for trips

**Before taking the children on a trip it is essential to prepare or collect the following items:**

* First aid kit (with tissues and wipes in).
* Phone (check that all the children’s contact details are in it and that it has a full battery).
* Register (and emergency contact detail sheet if needed).
* Drinks (children’s bottles or water and cups).
* Snack if needed (lunch if a long trip).
* Suncream & hats if needed.
* Puddlesuits & wellies if needed.
* Nappies, wet wipes, gloves aprons & nappy sacks.
* Accident book & pen.
* Risk assessment.

**Bright Sparks**



**Childcare**

*School collections Policy*

**Bright Sparks understands there are added risks involved in the care of children when they are outside the provision and endeavor to minimize these by the following measures:**

* Parents must ensure they complete a booking form for every week that they require us to care for their child. The forms must then be handed into a member of staff along with payment prior to the first date care is needed.
* The staff must then book the child in immediately by adding them to the regular bookings sheet and inform a senior member of staff who will finalise any arrangements.
* It is the supervisor’s responsibility to ensure that all booking forms are dealt with by the end of the day.
* When off the premises with children, ratios are halved, to 1 adult to 4 children aged 5-8 and 1 adult to 2 children aged under 5. These ratios will be strictly adhered to at all times. There will be 2 adults present at all times.
* Children who are picked up on foot and are under 8 years of age must stay close to the adult, holding their hand when possible and at all times when crossing roads. Children must also always walk and never run.
* Children picked up by car must enter and leave the car by the pavement side wherever possible (or preferably in a safe car park). Once out of the car the same rules apply as for walk-in children. Children must be seated on booster seats and wear seat belts at all times. The children will always be seated in the safest seats (the 2 side rear seats) whenever possible. Only when theses seats are in use by children will the center seat be used.
* All vehicles used for transporting children must have adequate insurance, up to date tax and mot and the driver must have a clean suitable driving license. The nursery manager will require documentary proof of this.
* When leaving a child at school or nursery staff must ensure that responsibility for the child has been relinquished before they leave. This can be by: Telling the school/nursery staff that you are leaving the child with them or by supervising the child until they have safely entered the school/nursery building. In the case of nursery, ensuring the other nursery staff are aware the child is now with them.
* Parents must ensure that they notify the school whenever we will be picking their child up. Wherever possible children are picked up from the office to minimise mistakes and to aid peace of mind.

* Staff must always wear identification when picking up children and must carry a first aid kit and nursery camera free mobile phone that has its number logged in the nursery in case of an emergency.
* Schools are given a contact number for the nursery in case of any confusion or emergency.
* If there is an instance when a child is not at the school to collect even though they are booked in, staff will check with the school in the first instance (if the child was in school) and then ring the parent/career to confirm that we are at the school but their child isn’t.

Date: February 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

*Equal opportunities Policy*

The purpose of this policy is to ensure that Bright Sparks Nursery meets the needs of its customers and potential customers by ensuring equal access to the setting regardless of individual circumstances.  
The Nursery is aware that social and cultural circumstances can disadvantage certain groups in society. We also recognise that there is direct and indirect discrimination that can affect assessment for childcare places, recruitment, and promotion and training opportunities. Bright Sparks Nursery is committed to equal opportunities in order to meet the needs of the families that we work with, the staff that we employ and the community in which we are based through enhancing awareness and understanding of others.

**All members of staff** have a responsibility to ensure that their own practice reflects the policies and procedures of Bright Sparks Nursery. In addition all members of staff have a responsibility to identify their own training needs that may occur when working with children and young people and families.

The manager has a responsibility to ensure that all practices in the nursery adhere to this policy and also the inclusion policy. The manager also has a responsibility to ensure that where training needs have been identified, indirectly or indirectly, all members of staff have an opportunity to have these needs met.

**Recruitment and Training**

Recruitment of staff will be carried out using job descriptions, person specifications and specific criteria based on professional, personal and experiential skills.  
Bright Sparks Nursery aims to ensure that all staff have the opportunity to attend training events to ensure that there is respect and understanding of each child's customs and culture. Staff will use diplomacy and tact when implementing this policy.

Bright Sparks Nursery is committed to ensuring that candidates for employment and existing members of staff are not discriminated against on any grounds, including:

•  Gender

•  Race

•  Nationality

•  Colour

•  Ethnicity

•  Disability

•  Marital status

•  Sexuality

•  Responsibility for dependants

•  Age

•  Religious belief

•  Work pattern

This commitment applies to all aspects of employment including:

•  Recruitment and selection, including advertisements, job descriptions, interview and selection procedures

•  Training

•  Promotion and development of career opportunities

•  Terms and conditions of employment and access to employment related facilities and benefits

•  Grievance handling and the application of disciplinary procedures

•  Selection for redundancy

Bright Sparks Nursery is committed to anti-discriminatory practice and it is the responsibility of the management to ensure this policy is maintained. Where problems or complaints arise, the manager will ensure that a full investigation takes place and that any necessary follow up action is taken, this may include initiating disciplinary action where appropriate.

**Premises**  
Bright Sparks Nursery is committed to ensuring that all possible steps have been made to comply with the Disability Discrimination Act 1995, with particular attention paid to: Signage and decoration

•  Access for children, parents, staff and visitors with sensory impairments

•  Access for children, parents, staff and visitors with other additional support needs .

Due care and attention is also paid to ensure that the operation of Bright Sparks Nursery does not incur problems for any other users of the premises.

**Racism and Sexism**  
Bright Sparks Nursery is committed to developing awareness within the setting of the needs of those who face discrimination and the effects of discrimination on society. Thus, racist and sexist comments are dealt with in a sensitive and tactful manner in order that positive discussion promotes understanding.  
Bright Sparks Nursery understands that different people will have different attitudes regarding racism and sexism and different understandings of what constitutes a racist or sexist action or comment. All members of staff will use their own informed judgement in deciding the manner in which any situations are dealt with. If a member of staff is unsure as to the manner in which they should deal with a situation, they should report the issue to the manager who will advise them on the action that should be taken.

Bright Sparks Nursery believes that members of staff should act as positive role models for the children, therefore if a member of staff is concerned that colleagues are behaving in an unacceptable manner regarding racism or sexism this should be reported to the manager who will deal with the issue through the appropriate channels, members of staff should note that Bright Sparks Nursery operates a zero tolerance policy on discriminatory behaviour, any member of staff who behaves in a discriminatory manner may be subject to disciplinary procedures.

**Sexual Harassment**  
Bright Sparks Nursery believes that all employees are entitled to be treated with dignity and respect whilst at work and when representing the setting in any capacity outside of the setting. As such Bright Sparks Nursery will not tolerate the sexual harassment of one employee by another. For the purposes of this policy, sexual harassment is defined as "unwanted conduct directed towards and employee by a fellow employee which is of a sexual nature, or which is based on the person's gender and which is regarded as unwelcome and offensive by the recipient."

This may include but is not limited to:

•  Unwanted Physical Contact

•  Unwelcome sexual advances, propositions, suggestions or pressure to participate in social activity outside work, where is has been made clear this is not welcome

•  Conduct which is intimidating, physically or verbally abusive, including the display of explicit material, the use of sexually explicit humour and comments of a sexual nature

whether directed specifically at any particular individual or not.

•  Suggestions that sexual favours may further an employee's career or that refusal may hinder it.

Bright Sparks Nursery regards sexual harassment as a form of intimidation, which has the effect of insulting and demeaning the employee against whom it is directed and is therefore unacceptable. All complaints will be dealt with by the manager if appropriate who will assess the complaint and agree on the action to be taken. If the complaint relates to the manager, the member of staff is welcome to contact the development officer for their area who will assist them.

Date: February 2017 Review date: February 2018



**Bright Sparks**

**Childcare**

## *Special Educational Needs Policy*

**Bright Sparks understands that every child has the opportunity to learn** **in an environment free from prejudice and without discrimination. Bright Sparks recognises that integrating the child as fully as possible into the group will provide appropriate learning opportunities. Our special Educational Needs and Disability Co-ordinator is Lisa Owen and her Deputy is Sharleene Sturgess.**

The role of the SENco is to liaise with parents and other professionals in respect of children with special educational needs, advise and support other staff in our setting, and promote staff development in relation to special educational needs, to include appropriate training. Ensure that appropriate individual Educational plans (IEPS) are in place and that relevant background information about individual children with special educational needs is collected, recorded and updated. In addition, they will contribute to any written reports that may be required concerning special educational needs and monitor and evaluate the special educational needs policy.

We at Bright Sparks welcome all children and aim to respond appropriately to each child’s background and individual needs. We ask parents to give us as much information as possible about the children and any additional requirements. However, a system of observation and record keeping will enable us to monitor children’s needs and progress on an individual basis. All children who attend Bright Sparks have their own Individual Educational plan that we work with. There are two stages of Individual Educational plans (IEPS): the first is stage 1, which is Early Years Action and is when the IEP is only used by staff within the setting. Stage 2 is Early Years Action Plus and is when an outside professional will develop an IEP and work alongside a member of staff to use this. If during any observations any concerns are raised, we will discuss this with the parent/carder and seek written and signed permission to discuss their child with outside agencies. We decide with the parent/carer on the action needed to help the child progress through effective individual arrangements for learning and teaching recorded within an Individual Educations plan (IEP).

Once this was done, if there were still concerns we would then seek advice from other professions. Once the advice has been given, we at Bright Sparks try to carry out the advice ourselves before including support and interactions from outside agencies. The organization that we seek help from is the Inclusion Advisory Service (Early years service). Their aim is to support children, families, carers and all early years’ settings.

Any child with specific needs, where applicable, will be provided with a one – one key worker. Children with additional needs will not be excluded at any time and will join in on all group activities and work. The nursery manager and SENco shall ensure that the parent / carer are fully aware and informed about the support and actions being taken to help with the child’s overall development.

We have one senior member of staff and two other staff at each session. Staff are deployed within the group to work with individual children as appropriate. We have a range of indoor and outdoor equipment that can be used by all children with or without additional needs. This relates to fine and gross motor skills so that the child can still develop to meet their individual needs. If, for any reason, extra equipment is required, we are able to acquire it from an organization within Plymouth called Inclusion Works.

We place great importance on developing relationships with our parents and regard them as partners in their child’s learning. If we feel that your child is having difficulties, we will discuss this with you, and gain your agreement before we involve any outside professional advice. We will always include parents in any decision making in relation to educational provision and arrangements made to meet the child’s individual needs and keep them informed about their child’s progress.

The Early Help Assessment tool (EHAT) is the mandatory universal tool for co-ordinating children’s services for children with additional needs and disabilities.

***Specific Needs***

**Our nursery aims to have regards to the DFEE code of practice on the identification and assessment of specific educational needs, and to provide, welcome and appropriate learning opportunities for all children. We will do this by ensuring:**

* Children with special needs, like all other children, are admitted to the nursery after consultation between, supervisor, manager, SENco and staff.
* A robust sSENcoystem of observation and record keeping will be in place to enable us to monitor children’s needs and progress on an individual basis.
* Where a child is not fluent in English Bright Sparks will ensure that that the child’s speech is assessed in their first language to identify any potential need for additional support.
* We work in liaison with professionals outside the nursery, including speech therapists, health visitors, psychologists, social workers, paediatricians and portage workers, to meet the children’s specific needs in full knowledge of the parents/carers.
* There is a named SENco Lisa Owen and a deputy SENco Sharleene Sturgess at the centre who attend regular training in various types of special needs.
* Bright Sparks acknowledges that any child may have specific needs of varying duration and do not make a separation between those who have been formally assessed and those who have not.

Date: February 2017 Review date: February 2018

***Staff ratio contingency plan***

Bright Sparks ensures that there are always sufficient staff to give the children the care and attention which they need and in particular, that staff numbers do not fall below the recommended staff: child ratios set by the national standards.

* The number of permanent staff is always in excess of requirements. In particular, The Manager is always supernumery and can be called on to take over a position in the event of staff absence.
* The nursery has a standby list of people who can be called on to fill in if necessary in the event of staff absence, this includes the use of an agency when necessary. The people on the standby list are all police checked and may already work in the nursery on a part-time basis.

Bright Sparks makes every effort to maintain the services of the nursery but due to certain circumstances where we would not comply with the regulations of our registration, this may not be possible. We need a firm commitment from parents that they would collect their children within half and hour of notification or as soon after as possible.

These circumstances would include things such as:

* Staffing levels being too low and Bright Sparks being unable to remedy this .
* Heating failure.
* No mains / water supply.
* The building becoming unsafe.

The above is in the best interests for the children and we would obviously do our best to maintain normal service.

**Date**: February 2017 **Review Date**: February 2018



**Bright Sparks**

**Childcare**

**Internet/ICT Misuse Policy.**

The ICT (Information and Communication Technology) Misuse Policy aims to ensure any allegation, which is made in respect of the intentional or unintentional misuse of any online technologies, is addressed in a responsible and calm manner.  
This includes any known or suspected breaches of the Acceptable Use Policy, Camera and Image Policy, Internet Policy and Mobile Phone Policy. Allegations are dealt with promptly, sensitively and fairly in line with agreed procedures. The ICT Misuse Policy will also outline the sanctions that are applied should an incident occur. The overall priority is to ensure the safety and wellbeing of children at all times. If it is suspected at any stage that a child may have been or is considered to be subject to abuse, the Child Protection Policy and Procedures will be implemented with immediate effect. These procedures will also be followed if an allegation of abuse is made against any employee, volunteer or student. The Child Protection Policy should take precedence over all others, and referrals should be made to the appropriate agency as deemed necessary.

The ICT Misuse Policy will apply to all individuals who have access to or are users of work- related ICT systems. This includes children, staff, volunteers, students, visitors, and contractors. This list is not to be considered exhaustive.  
This policy is implemented in respect of any potential breaches of the Acceptable Use Policy, Camera and Image Policy, Internet Policy and Mobile Phone Policy.

Responsibilities

Sharleene Sturgess who is the registered person and the Designated Safeguarding Person (DSP) is responsible for ensuring that the procedures outlined in this policy are followed. These procedures should be followed if an allegation of misuse is made against a child, or adult.

Clear and well-publicised policies and procedures influence Bright Sparks practice and are considered the simplest and most effective way for the safe use of ICT and are to be upheld. These policies and procedure ensure the promotion of Acceptable Use and clearly define behaviours which are not, and show clearly the sanctions imposed in respect of any incidents of misuse. It is important that:

• Relevant online safety policies and procedures are fully implemented, monitored and reviewed. These policies and procedures are rigorous, manageable and are a reflection of practice; and are shared with all ICT users. The DSP is responsible for the management of these policies.

* All ICT users are made aware of the possible signs of potential misuse. Staff are responsible for observing practice and behaviours, so that any significant changes in these are identified at the earliest opportunity.
* All ICT users are made aware that the misuse of ICT or breaches of relevant policies

and procedures are taken seriously. All ICT users are made aware of the potential sanctions that could be applied should such concerns be raised.

* Effective reporting and Whistle-Blowing procedures are in place. However Bright Sparks acknowledges that no system or procedure can be considered 100% safe, secure and fool-proof and accept that the potential for ICT to be misused, whether intentionally or unintentionally will remain. So our aims of these policies are to minimise such opportunities and risk.

Procedures

•All incidents are dealt with on an individual case by case basis, and an escalating tariff of agreed sanctions are in place. The context, intention and impact of each incident are used to determine the response and actions needed to be taken. This will allow a degree of flexibility as to how sanctions are to be applied, subject to the need for other policies to be implemented. For example, a series of minor incidents by one individual is likely to be treated differently than if it be deemed a one off occurrence; similarly unintentional and intentional access to inappropriate websites are to instigate different levels of intervention and sanctions.

•All online safety incidents are recorded and monitored, and any potential patterns in behaviours are identified, to enable such issues to be addressed proactively and to safeguard the children, staff and setting.

•Misuse is to be categorised under the three headings of ‘minor incidents’, ‘significant incidents’ and ‘serious incidents’.

Minor Incidents

The following procedure is to be followed should an incident be considered minor.

•The incident is to be reported to the DSP. A written incident record is made, and the situation is monitored.

•The context, intention and impact of such misuse must be considered. Where deemed necessary the incident is to be escalated to a ‘significant’ or ‘serious’ level.

•Sanctions are applied in accordance with the Acceptable Use Policy Significant Incidents

There will always be the possibility that through access to the internet children may gain unintentional access to inappropriate materials. Such material may not be illegal, but considered unsuitable for a childcare environment or not age appropriate. An open reporting policy is in place which means that all inadvertent breaches and access to inappropriate materials must be reported. The non-reporting of such breaches will result in the concern being escalated.

The following procedure is followed should an incident be considered significant:

•The incident is to be reported to the DSP and a written incident record is made. The context, intention and impact of such misuse must be considered. Where deemed necessary the incident is to be escalated to a ‘serious’ level. Appropriate action is agreed between the DSO and the managing director.

•If the incident relates to the inadvertent access to an inappropriate website, it is to be added to the banned or restricted list and filters are to be applied, where relevant.

•Sanctions are to be applied in accordance with the Acceptable Use Policy.

•In respect to misuse by children, parents/carers are informed of the alleged incident and are advised of any actions to be taken as a result.

**Serious Incidents**

•All serious incidents will be dealt with promptly and reported to the DSP.

•The context, intention and impact of the alleged misuse must be considered.

•Appropriate action is to be agreed between the DSP and the managing director. All details are accurately and legibly recorded and the reason why any decision is made.

•Should it be considered at any stage that a child is or has been subject to abuse of any form, the Child Protection Policy will be implemented with immediate effect. A referral will be made to Gateway or the Police, where applicable.

**Allegations Against Staff Members.**

Should the incident relate to an allegation made against a staff member, volunteer or student; and there is a suggestion that a child or young person has been subject to any form of abuse, the Child Protection Policy will be implemented with immediate effect. The Local Authority Designated Officer (LADO) will be contacted in the first instance of any allegation made against an adult. The Police and Ofsted will also be contacted.

Bright Sparks ensures that no internal investigation or interviews are to be carried out in respect of any allegations, unless it is explicitly requested otherwise by an investigating agency. It is to be fully recognised that should allegations of abuse be made, LADO or the Police will be the investigative bodies. It must therefore be ensured that no action is to be taken which could compromise any such investigations. Where applicable, any hardware implicated in any potential investigations of misuse is to be secured, so that evidence can be preserved. This may include mobile phones, laptops, computers and portable media technology. Internal disciplinary procedures will not be undertaken until investigations by the relevant agencies have been completed. Legal or human resources advice should be sought prior to carrying out any internal investigations or instigating high-level disciplinary procedures

**Serious Incidents**

Bright Sparks must ensure that all serious incidents will be dealt with promptly and reported to the DSP and the managing director immediately.

•The context, intention and impact of the alleged misuse must be considered.

•Appropriate action is agreed between the DSP and the managing director. All details are accurately and legibly recorded and the reason why any decision was made.

•Should it be considered at any stage that a child has been subject to abuse of any form, the Child Protection Policy will be implemented with immediate effect. A referral will be made to Gateway or the Police, where applicable.

•Should the incident relate to an allegation made against a staff member, volunteer or student and there is a suggestion that a child has been subject to any form of abuse, the Child Protection Policy will again be implemented with immediate effect. The LADO must be contacted in the first instance in respect of any allegation made against an adult. The Police and Ofsted must also be contacted.

•Bright Sparks ensures that no internal investigation or interviews are carried out in respect of any allegations, unless it is explicitly requested otherwise by an investigating agency.

•Bright Sparks recognises that should allegations of abuse be made, Children’s Services, the Police or the LADO will be the investigative bodies.

•Bright Sparks must ensure that no action is to be taken, which could compromise any such investigations.

•Where applicable, any hardware implicated in any potential investigations of misuse is secured, so that evidence can be preserved. This may include mobile phones, laptops, computers and portable media technology.

•Internal disciplinary procedures must not be undertaken until investigations by the relevant agencies have been completed.

•Legal or human resources advice should be sought prior to carrying out any internal investigations or instigating high-level disciplinary procedures

**Media Attention**

It must be recognised that should a serious incident occur, it will likely attract intense media interest and speculation. On such occasions, every possible attempt is made to ensure that children, parents and carers are protected from such influences. An agreed media strategy will be implemented, and statements must only be released by authorised personnel, in accordance with information sharing procedures. In all instances, the prime concern will be the safeguarding and welfare of the children and their families. Advice will be taken from Gateway, where appropriate, before any media engagement is undertaken.

Date: April 2018 Review: February 2018



**Bright Sparks**

**Childcare**

**Lost or left child procedure**

* **In the event of a child being left** in nursery or after-school/holiday club, staff will wait 15 minutes and then try to contact the parent. First staff will try the primary contact number (this will usually be the home number or the parents mobiles). If this is not successful then the emergency contact number will be contacted.
* In the event of not being able to contact anyone staff will wait a further 15 minutes and then try calling again, if staff have not heard anything at all within one hour, and are unable to reach any of the contacts then a call will be made to the children’s social care team.
* **In the event of a child becoming lost,** the following procedure is to followed:
* All other children need to be accounted for by means of collecting them into a group and calling the register.
* A member of staff will be made responsible for caring for these children and ensuring that they do not become distressed by organising activities if necessary. They will be assisted if numbers require this.

The responsible person will make every effort to locate the child by the following means:

* Questioning other children, staff and if out on a trip any other responsible people like Theme park attendants.
* Search parties will be organised to look in the most likely places and instructed to re-group at a specified time at a specified location.
* If, following a thorough search of the nursery and the immediate vicinity, the child cannot be found the police will be called and the child’s parents will be notified without delay.

Date: May 2017 Review Date: February 2018



**Bright Sparks**

**Childcare**

**Complaints Procedure**

Bright Sparks is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes.

This policy constitutes the setting’s formal Complaints Procedure. Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Managing Director will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

If a parent/carer has a complaint about some aspect of the Setting’s activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager. The Setting is committed to open and regular dialogue with parents/carers and the Setting welcomes all comments on its services.

**Stage One.**

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

**Stage Two**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Bright Sparks Manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

If the Nursery Manager has good reason to believe that the situation has child protection implications, they will contact the Local Safeguarding Children Board, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.

The Setting will acknowledge receipt of the complaint as soon as possible - within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Setting will advise the parent/carer of this and offer an explanation. The Nursery Manager will be responsible for sending them a full and formal response to the complaint.

The formal response to the complaint in writing from the Setting will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Setting’s policies or procedures emerging from the investigation.

The Nursery Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Setting’s response to it. The Nursery Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

**Stage Three**

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Setting’s response will be passed to the Managing Director who will adjudicate the case. The director will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carers concerned within 15 working days.

**Stage Four**

If, after discussion, the complainant is not satisfied, then he/she should contact the Managing Director of the Nursery:

Managing Director  
Bright Sparks Child Care Limited  
71 Stott Close

Plymouth

PL3 6HA  
Telephone 01752 225155

If the complainant is still not satisfied, they should contact

OFSTED quoting the Bright Sparks Registered number EY411404:

**Piccadilly Gate  
Store Street  
Manchester  
M1 2WD**

**0300 123 1231**