



# Chalkhouse Childcare Services

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# Chalkhouse Childcare Services

## Accident and Incident Policy 2024

The safety of your child is always paramount and we will take every measure to ensure we can protect your child from hurting themselves. However, sometimes accidents or incidents do happen. Should an accident or incident occur, we will do the following:

- Comfort the child and reassure them.
- Assess the extent of their injuries and, if necessary, call for medical support/ ambulance.
- Carry out any first-aid procedures necessary.
- Inform you, if necessary, once the child is settled or, alternatively, let you know at collection.
- Complete a report in our accident/incident book.
- Ask you to sign the report and give you a copy.

If the incident is serious or results in serious injury we will inform Ofsted as per their guidelines and possibly contact the National Day Nurseries Agency to provide support and assistance.

All team members are trained in the above procedure and also have an up-to-date first-aid.

If you have any concerns regarding accidents and incidents, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Admission Policy 2024

We are happy to welcome any baby/child within our registered numbers and will not discriminate against any child or their family for reasons related to ethnicity, religion, sexual orientation or physical or mental ability. However, we would like to make the following statements:

- We occasionally drop off/collect children from Kidmore End Primary School when pre-agreed with a parent. However, we are unable to drop off/collect from any other school.
- We are happy to take children with special educational needs providing we feel we can provide them with the care they need. We will assess this through discussion with the child's parents/guardians, our SENCO and any other agencies that may be involved in caring for the child. This is always in the interest of the child's welfare and development.

All children will be welcomed into our setting and we will encourage the other children within our care to welcome any new arrivals. We will request a four-week settling in period on our contract so that if there are any problems during this time our contract can be easily terminated. This provides flexibility for you, your child and us. When taking on new children we will always take into consideration the children already in our care who are happy and settled. Ensuring there is always as little disruption to the running of the nursery and that no child ever feels unsettled or displaced.

If you have any concerns regarding admissions, please speak to Lucy McAdden or a team member.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Adverse Weather Policy 2024

Our Adverse Weather Policy is in place to ensure we are prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves. If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via email and text message. We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

### Flood

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

### Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day, we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other severe weather we will contact all available off-duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact Ofsted to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

### Heat wave

Please refer to our Sun Care Policy.

If you have any concerns regarding adverse weather, please speak to your child's key worker or Lucy McAdden.

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January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Alcohol and Drug Use Policy 2024

As childcare providers, we must be alert and responsible at all times. In order for us to fulfil this duty we must not be under the influence of alcohol or drugs (including some prescription medicines). We are a smoke-free setting and smoking is prohibited on the premises during operational hours (please note this also includes all e-cigarettes and vapes). If any of the team are prescribed medication that could alter our ability to care for the children, we will inform Ofsted immediately and they can judge whether it is deemed suitable for that person to continue caring for the children.

In return we would ask that you never come to collect your child under the influence of alcohol or drugs. We appreciate that we all like to enjoy ourselves so if you have had a few drinks at the Christmas party or a leaving do, it would be better to ask another responsible adult to collect your child, particularly if you need to drive.

If you have any concerns regarding alcohol or drug use, please speak to your child's key worker or Lucy McAdden.

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# Chalkhouse Childcare Services

## Allergies and Allergic Reaction Policy 2024

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We are aware that children may have or develop an allergy resulting in an allergic reaction. Our aims are to ensure allergic reactions are minimised or, where possible, prevented and that the team are fully aware of how to support a child who may be having an allergic reaction.

### Our procedures

- The team are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling of the airways to the lungs, wheezing and anaphylaxis.
- We ask parents to share all information about allergic reactions and allergies on their child's registration form and to inform staff of any allergies discovered after registration.
- We share all information with all staff and keep an allergy register on the kitchen wall.
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts.
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu.
- Seating will be monitored for children with allergies. Where deemed appropriate a team member will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies and the potential risks.
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc., a first-aid trained member of the team will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register.



- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child.

### **Food Information Regulations 2014**

From 13 December 2014, we will incorporate additional procedures in line with the Food Information Regulations 2014 (FIR).

- We will display our daily menus on the Parent Menu Board in the older room window.

### **Transporting children to hospital procedures**

The nursery manager/team members must:

- Call for an ambulance immediately if the allergic reaction is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of the team to accompany the child, taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy the team if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. The team may also require additional support following the accident.

**If you have any concerns regarding allergies, please speak to your child's key worker or Lucy McAdden.**

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# Chalkhouse Childcare Services

## Biting Policy 2024

Biting can be an uncomfortable subject for parents of both the biter and the child who is bitten. We hope that this policy will explain how we deal with biting in our setting. Please feel free to discuss any concerns you may have regarding this issue. If you are aware that your child is known to bite, we would appreciate it if you would let us know in advance.

Children bite for a variety of reasons. This may be because they are teething, frustrated, exploring using their mouth, asserting their independence and wanting to gain control, maybe of a toy, or they could be stressed. It may also be that they wish to gain some attention.

We will work with you and your child to establish when and why they are biting. We will observe your child closely to see if certain conditions or situations trigger the behaviour and then work with them to try to avoid the incidents occurring. This may involve altering the child's routine, giving them more one-to-one attention, purchasing additional resources so sharing is not such a major issue or, if it is because a child is teething, providing suitable teething resources.

We will ensure that if a child is bitten they are comforted and given lots of attention. We will ensure that any first-aid needed is carried out properly. The incident and actions taken will be recorded in our accident/incident folder.

If your child bites we will remove them from the situation. We will explain to them, according to their age and understanding, that biting is unacceptable behaviour. For younger children this may be achieved by the tone of voice and facial expression rather than lots of words. It may be necessary for us to exclude the child from an activity and use "time out" until they are calm enough to return. We will also encourage the child to apologise to the child they have bitten and work with them to develop strategies to help them deal with the reasons.





Many children go through a stage of biting; please don't be alarmed, it doesn't last forever.

If you have any concerns regarding biting, please speak to your child's key worker or Lucy McAdden.

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# Chalkhouse Childcare Services

## Complaints Policy 2024

We hope that you are pleased with the service we provide, but we appreciate there may be times when we are not offering you and your child the service you require. We hope that you feel you can talk to us and other members of the team if you feel dissatisfied with the service we provide. We understand that you may wish to speak to Lucy McAdden or another member of our team privately. If you would rather talk away from the main nursery area we are happy to arrange an alternative time/day/area in order for a private discussion to take place.

It is a requirement by Ofsted that all complaints are logged with the outcome and any action taken. So it may be that you, Lucy McAdden or another member of the team will have to complete a complaints form. These forms will then be kept and made available to Ofsted during an inspection.

We will process all complaints within 28 days.

We hope that you never feel you are unable to talk to Lucy McAdden or another member of the team about a problem, as it is very important to us that you are satisfied with our service. However, if you wish to speak to somebody about your concerns or complaint you can contact **Ofsted** on **0300 123 1231**.

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January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Confidentiality Policy 2024

Any recorded information we have about you and/or your child will remain confidential. This will also apply to anything that you tell Lucy McAdden or a member of the team during a verbal discussion. Parents have the right to access their own child's records but not other children's records. Any information about your child will be stored appropriately and only accessed by Lucy McAdden or an appropriate member of the team.

We will not discuss your child with anybody else unless you have requested us too. We will, however, have to inform social services and Ofsted immediately if we feel your child is at risk of or being abused. In return we would ask that you keep any information you gain from your relationship with the team about their family, themselves or their colleagues as confidential as possible.

**If you have any concerns regarding confidentiality, please speak to your child's key worker or Lucy McAdden.**

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# Chalkhouse Childcare Services

## Critical Incident Policy 2024

We understand the need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind, we have a Critical Incident Policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone/text message at the earliest opportunity, e.g. before the start of the nursery day.

### Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather; however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the likelihood of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure.



Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location or assist parents in finding options for childcare facilities in the local area.

## **Fire**

We will follow our Fire and Emergency Policy and inform all parents.

## **Burglary**

The management of the nursery follow a lock-up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The manager will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- Dial 999 with as many details as possible, e.g. name and location, details of what you have found and emphasise this is a nursery and children will be arriving soon.
- Contain the area to ensure no-one enters until the police arrive. The staff will direct parents and children to a separate area as they arrive. If all areas have been disturbed, staff will follow police advice, including following the relocation procedure under flood wherever necessary to ensure the safety of the children.
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available at all times during this time to speak to parents, reassure children and direct enquiries.
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.

## **Abduction or threatened abduction of a child**

We have secure safety procedures in place to ensure children are safe while in our care, including safety from abduction. Staff must be vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not.



Visitors and general security are covered in more detail in the Suitability of Staff and Staff Awaiting DBS Checks Policy, Lockdown Policy, Procedure For Answering The Door and Allowing Persons to Enter or Leave Premises.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody battle and will remain neutral for the child. If an absent parent arrives to collect their child, the nursery will not restrict access **unless** a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of the team witnesses an actual or potential abduction from nursery, we have the following procedures which are followed immediately:

- The police must be called.
- The team member will notify management and the manager will take control.
- The parent(s) will be contacted.
- All other children will be kept safe and secure and calmed down where necessary.
- The police will be given as many details as possible including details of the child, description of the abductor, car registration number (if used), time and direction of travel (if seen) and any family situations that may impact on this abduction.

### **Bomb threat/terrorism attack**

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm as soon as the phone call has ended. The management will follow the fire evacuation procedure to ensure the safety of all on the premises and will provide as much detail to the emergency services as possible.



## Other incidents

All incidents will be managed by the manager on duty and all the team will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire plan. Other incidents, e.g. no water supply, will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and the team in the nursery.

The nursery manager will notify Ofsted in the event of a critical incident.

If you have any concerns regarding critical incidents, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Disciplinary Policy 2024

We follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedure that sets out our process.

### Legal obligations

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures. This code of practice was introduced in April 2009 and updated in 2015. A full copy of the ACAS Code of Practice and the accompanying guidance can be obtained from the ACAS website [www.acas.org.uk](http://www.acas.org.uk)

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

### Objectives and guiding principles

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary. It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action. This procedure does not form part of any employee's contract of employment and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case. The procedure applies to all employees regardless of length of service. Minor conduct issues can often be resolved informally between the employee and the manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate, a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues. Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against the employee).





The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

## The procedure

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential. Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary they may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.

### **Stage 1: Investigation**

- We will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary hearing should be held.
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against the employee. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from the employee and any witnesses, and/or reviewing relevant documents.
- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing.
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances. If the employee wishes to be accompanied they should contact **Lucy McAdden** to discuss the reasons for their request.
- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against them, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. They will be sent any copies of evidence which may be referred to in the hearing (e.g. witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings).



## **Suspension**

- If we believe that you may be guilty of misconduct, which we consider (at our absolute discretion) to be serious misconduct, where relationships have broken down, or where we have any grounds to consider that our property or responsibilities to other parties are at risk, or where we consider in our absolute discretion that your continued presence at the company's premises would hinder an investigation, we will be entitled to suspend you on full pay.
- Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened.
- Any such period of suspension is not a punishment, nor considered as disciplinary action against you, nor does it imply that any decision has been taken about your case.

## **Stage 2: Disciplinary meeting**

- We will hold a disciplinary meeting to discuss the allegations. The employee will have the right to bring a companion to the meeting, and a companion may be a work colleague or trade union representative. The employee must inform us prior to the meeting who their chosen companion is. If their companion is unreasonable, for example, there may be a conflict of interest and we may require the employee to choose someone else.
- If the employee or their companion is unable to attend the meeting, the employee should inform us immediately and we will arrange an alternative time and date. The employee must make every effort to attend the meeting, and failure to do so without good cause may be treated as misconduct in itself.
- During the meeting we will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case.
- We may adjourn the meeting if we need to carry out further investigations, and the employee will be given reasonable opportunity to consider new information.



- The employee will be notified of the decision in writing, usually within **seven** working days of the hearing.
- If the employee persistently fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal.

### **Appeal**

- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing and the letter should be sent to **Lucy McAdden** within five working days from the date the decision was communicated to them.
- The appeal meeting will be conducted impartially by the manager.
- The employee will be able to bring a companion to the meeting and the companion may be a work colleague or trade union representative (as stated previously).
- We may adjourn the appeal hearing if further investigations need to be carried out, and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened.
- We will inform the employee in writing of our final decision as soon as possible, usually within **five** working days of the appeal hearing.

There is no legal right to appeal beyond this stage.

### **Disciplinary penalties**

In the first instance, where less serious offences are concerned, we are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employee's personnel file with a timescale for improvement or to not re-offend.



The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits. The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or the employee has not yet completed their probationary period.

### **First written warning**

A first written warning may be authorised by Sarah Johnson or Lucy McAdden. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record.

### **Final written warning**

A final written warning may be authorised by Sarah Johnson or Lucy McAdden. It will usually be appropriate for:

- a) misconduct where there is already an active written warning on the employee record;
- b) misconduct that we consider is sufficiently serious to warrant a final written warning even though there are no active warnings on the employee record.

### **Dismissal**

Dismissal may be authorised by Lucy McAdden. It will usually only be appropriate for:

- a) any misconduct during the employee probationary period;
- b) further misconduct where there is an active final written warning on the employee record; or
- c) any gross misconduct regardless of whether there are active warnings on the employee record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out on the following page.



## **Levels of authority**

Nursery Managers (including officer in charge) have the authority to suspend an employee pending investigation.

## **Gross misconduct**

In the case of gross misconduct, we reserve the right to dismiss an employee without notice (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for doing so.

## **Duration of warnings**

Under normal circumstances, warnings will be valid for the following time periods (although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issue):

- Verbal warning - 6 months
- First written warning - 6 months
- Final written warning - 12 months

On expiry, warnings will be disregarded for future disciplinary purposes.

## **Alternatives to dismissal**

In some cases we may, at our discretion, consider alternatives to dismissal. These may be authorised by Lucy McAdden and will usually be accompanied by a final written warning. Examples include:

- Demotion
- A period of suspension without pay
- Loss of seniority
- Loss of overtime



## Examples of gross misconduct

Examples of what would constitute a gross misconduct offence include:

- Failure to inform the employer of a disqualification, either personally or a person living in the same household as the registered provider, or a person employed in that household.
- Theft, or the unauthorised possession of property belonging to the nursery, its employees or customers.
- Assault on any employee or persons associated with the nursery.
- Breach of confidence, e.g. the divulging of confidential information relating to the nursery, its employees or clients.
- Dishonesty, including the use of any funds, expenses or allowances for any other purpose than that for which they have been delegated by the nursery.
- Being under the influence of drugs or alcohol whilst on duty.
- Serious or persistent breaches of safety rules.
- Fraud, including falsification of work records and expense claims.
- Signing/clocking in or out for another employee.
- Physical assault or abuse towards a child, e.g. hitting a child in chastisement or harsh disciplinary actions.
- Discrimination/harassment in any way against a person.
- Persistent failure to follow nursery documentary systems and procedures.
- Unauthorised absence from work/unacceptable attendance levels.
- Obscene language or other offensive behaviour.
- Negligence in the performance of the employee duties.

Further behaviour that could constitute gross misconduct is not limited by the above list.



## Examples of misconduct

Examples of what would constitute a misconduct offence include:

- Minor breaches of our policies, including the Sickness Absence Policy, Mobile Phone Policy, Social Networking Policy, and Health and Safety Policy
- Minor breaches of the employee contract
- Damage to, or unauthorised use of, our property
- Poor timekeeping
- Time-wasting
- Refusal to follow instructions
- Excessive use of our telephones for personal calls
- Excessive personal email or internet usage
- Smoking in no smoking areas.

N.B. Some of the misconduct offences above may, dependent on the circumstances and having followed a detailed investigation, also be classed as gross misconduct offences.

If you have any concerns regarding disciplinary procedures, please speak to Lucy McAdden.

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January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Early Learning Opportunities Policy 2024

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We recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities. We provide a positive play environment for every child so they may develop good social skills and an appreciation of all aspects of this country's multicultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity. We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

For children whose home language is not English, we will take reasonable steps to:

- Provide opportunities for children to develop and use their home language in play and learning and support their language development at home; and
- Ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring that children are ready to benefit from the opportunities available to them when they begin Year 1.

We ensure that the educational programmes are well planned and resourced to have depth and breadth across the seven areas of learning. They provide interesting and challenging experiences that meet the needs of all children. Planning is based on a secure knowledge and understanding of how to promote the learning and development of young children and what they can achieve.

We implement the Early Years Foundation Stage (EYFS) set by the Department for Education that sets standards to ensure all children learn and develop well. We support and enhance children's learning and development holistically through play-based activities. We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs.





We develop tailor-made activities based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-led and child-initiated opportunities both indoors and outdoors.

Direct observation is supplemented by a range of other evidence to evaluate the impact that practitioners have on the progress children make in their learning, including:

- evidence of assessment that includes the progress of different groups of children:
  - o assessment on entry, including parental contributions
  - o two-year-old progress checks (where applicable)
  - o ongoing (formative) assessments, including any parental contributions
  - o the Early Years Foundation Stage Profile (where applicable) or any other summative assessment when children leave

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Partnership with Parents and Carers Policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

We share information about the EYFS curriculum with parents and signpost them to further support via the following websites:

<https://foundationyears.org.uk/files/2021/09/What-to-expect-in-the-EYFS-complete-FINAL-16.09-compressed.pdf>



If you have any concerns regarding early learning opportunities, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Fire Policy 2024

At Chalkhouse we make sure the nursery is a safe environment for children, parents, staff and visitors through our fire safety policy and procedures.

The manager ensures the premises are compliant with fire safety regulations, including following any major changes or alterations to the premises and seeks advice from the local fire safety officer as necessary.

The manager has overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every 8 weeks or as and when a large change occurs, e.g. a large intake of children or a new member of staff joins the nursery. These drills will occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

**If you have any concerns regarding fire safety, please speak to Lucy McAdden.**

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	L. McAdden	January 2024



# Chalkhouse Childcare Services

## Grievance Policy 2024

The purpose of the Grievance Policy is to support our commitment to promoting and ensuring a working environment where individuals are treated with respect and courtesy. The procedure is designed to resolve problems, for example concerns relating to harassment, bullying and victimisation or where a member of staff feels that they have been unfairly or unreasonably treated, and to provide members of staff with a reasonable and prompt opportunity to obtain redress of any grievance. It is hoped that grievances can be resolved amicably thereby maintaining, and where necessary, restoring good relations within our setting. All parties should co-operate constructively in resolving matters. To this end, members of staff are encouraged to only use the formal procedure where the matter has not been resolved through informal dialogue.

Grievances may be raised by an individual or collectively by the team. Members of the team raising a grievance (either individually or collectively) should be offered the opportunity to be accompanied and supported by a work colleague or trade union representative at all formal grievance meetings. Under exceptional circumstances, the manager will consider requests for accompaniment by a relative or friend; this individual must not be a legal representative.

We treat equality of opportunity seriously and have an equality policy that is applicable to staff in order to promote and ensure equality of opportunity. Implementation of this procedure must be clear and transparent and not subject to any unfair discriminatory practices. Line managers and supervisors are required to be familiar with and understand this procedure.

This grievance procedure enables individuals to raise issues with management about their work, or about their employers', clients' or colleagues' actions that affect them. It is impossible to provide a comprehensive list of all the issues that might give rise to a grievance, but some of the more common include:

\*harassment; bullying and victimisation; terms and conditions of employment; health and safety; relationships at work; new working practices and equal opportunities.



If a member of staff feels there is a grievance they are advised to do the following:

Inform the manager (Lucy McAdden) or deputy manager (Sarah Johnson) so that you have support in the situation and the grievance is recorded. Supervisors and managers of staff are required to give any grievance that has been raised informally proper and full consideration. All members of the team will be encouraged and supported to facilitate mutually acceptable solutions to genuine concerns raised by members of the team.

The member of the team with the grievance would be advised to speak or write to the person causing the offence and explain that his or her conduct is unwelcome, offensive and interfering with work. In many instances this is sufficient to bring the unwelcome behaviour to an end.

If it continues it would be the responsibility of Lucy McAdden to speak to the person (s) causing the grievance and try to resolve the situation by clear communication and mediation.

If the issue is not resolved the member of the team may wish to contact

OFSTED 0300 123 1231

or

PACEY 0300 003 0005

for further advice and support.

If you have any concerns regarding grievances, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Inclusion and Equality Policy 2024

### Statement of intent

We take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our nursery.

A commitment to implementing our Inclusion and Equality policy will form part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of Lucy McAdden at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's Disciplinary Policy.

### **The legal framework for this policy is based on:**

- Special Education Needs and Disabilities Code of Practice 2015
- Children and Families Act 2014
- Equality Act 2010
- Childcare Act 2006
- Children Act 2004
- Care Standards Act 2000
- Special Educational Needs and Disability Act 2001



## **The nursery and team are committed to:**

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity/paternity which cannot be justified as being necessary for the safe and effective performance of their work or training
- Providing a childcare place, wherever possible, for children who may have learning difficulties and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities
- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour.



## **Admissions/service provision**

The nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy. The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

## **Recruitment**

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting should be done by more than one person if possible. All members of the selection group will be committed to the inclusive practice set out in this policy and will have received appropriate training in this regard. Application forms will be sent out along with a copy of the equal opportunities monitoring form. Application forms will not include questions that potentially discriminate on the grounds specified in the statement of intent. Vacancies should generally be advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying. At interview, no questions will be posed which potentially discriminate on the grounds specified in the statement of intent. All candidates will be asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to receive feedback on the reasons why they were not successful. Although you should no longer ask any health related questions prior to offering someone work in accordance with the Equality Act 2010, the National College for Teaching and Leadership provides further guidance specific to working with children:

Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.

People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.



Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all encompassing health questions but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.

## **The Team**

It is the policy of Chalkhouse Childcare Services not to discriminate in the treatment of individuals. All team members are expected to co-operate with the implementation, monitoring and improvement of this and other policies. All team members are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All team members are expected to participate in equality and inclusion training.

## **Training**

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new team members will receive induction training including specific reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all team members as soon as training becomes available.

## **Early learning framework**

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

## **We do this by:**

- Making children feel valued and good about themselves
- Ensuring that all children have equal access to early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources





- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Ensuring that all early learning opportunities offered are inclusive of children with learning difficulties and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met
- Identifying a key person to each child who will continuously observe, assess and plan for children's learning and development
- Helping children to learn about a range of food and cultural approaches to meal times and to respect the differences among them.

### Information and meetings

Information about the nursery, its activities and their children's development will be given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

If you have any concerns regarding inclusion and equality, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Intimate Care Policy 2024

We believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times, children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, and giving first-aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis, wherever possible, by the child's key person with the exception of first-aid treatment which must be carried out by a qualified first-aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key person system in the nursery and ensuring all parents understand how this works.
- Ensuring all team members undertaking intimate care routines have suitable enhanced DBS checks.
- Training all team members in the appropriate methods for intimate care routines and arranging specialist training where required, e.g. first-aid training, specialist medical support.
- Conducting thorough inductions for all new team members to ensure they are fully aware of all nursery procedures relating to intimate care routines.
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training.



- Working closely with parents on all aspects of the child's care and education as laid out in the Partnership with Parents and Carers Policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support, the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the team to care for the child fully and meet their individual needs.
- Ensuring all team members have an up-to-date understanding of safeguarding/child protection and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the Safeguarding Policy.
- Operating a Whistleblowing Policy to help the team raise any concerns about their peers or managers and helping the team develop confidence in raising worries as they arise in order to safeguard the children in the nursery.
- Conducting working practice observations on all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the team. This includes intimate care routines.
- Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If you have any concerns regarding intimate care, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Lockdown Policy 2024

We recognise the potentially serious risks to children, the team and visitors in an emergency or a harmful situation. A lockdown may take place where there is a perceived risk or threat to the nursery, staff, children, visitors or property. Where possible, the nursery will act to ensure the safety of all children and personnel in the setting in the following situations:

- In the event that unauthorised person(s) considered dangerous are on the grounds.
- In instances including domestic breakdowns where estranged parties are attempting to abduct children.
- In instances where personnel, students, volunteers or staff from within the setting become a threat to the wellbeing of others.

A lockdown will be initiated by a member of the team saying

**a phrase only known to the team through training**

(This unusual sentence should prevent any external person(s) recognising us entering into "Lockdown".)

Steps to be taken upon hearing the lockdown code:

1. Manager/Deputy or available team member will call 999 for assistance
2. Lock all external doors
3. Call any team members or children outside, indoors
4. Carry out head count
5. Collect register, mobile phone and first-aid box
6. Instruct children to sit in a safe corner of the room
7. Use walkie talkie to make other room (who should also follow lockdown procedure) aware of the situation
8. Keep calm and reassure children that they are safe
9. Be patient and remain in lockdown until given the all clear from management or emergency services



Follow the **CLOSE** procedure

Close all windows and doors

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing any attention

Endure. Be aware that you may be in lockdown for some time

If you have any concerns regarding lockdown, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Lost Child Policy 2024

The safety and care of your child is at the heart of everything that we do which is why we have policies, procedures and risk assessments to ensure their safety at all times. We will always ensure that they are always in view of one of the members of the team; however, sometimes children do get lost. In this very unlikely event, we will take the following steps:

- Immediately raise an alarm to all the team working with the children that day ensuring they know a child is lost.
- Ensure everybody involved in the search has a full description of the child and a picture if necessary.
- Keep the children with us as calm as possible so as not to escalate the situation.
- Alert the police and provide as much information as possible as soon as possible.
- Alert the parents of the lost child and keep them fully involved.

We take precautions to avoid situations like this by implementing the following measures:

- We ensure the children hold the pushchair or a member of the team's hand when we are out.
- All our outings are very organised and risk assessed. We do lots of activities in our setting and in our lovely garden (which is enclosed and the children are under constant observation).
- We teach the children the importance of the dangers of wandering off and talking to strangers.
- We take regular head counts on our outings.

If you have any concerns regarding the lost child policy, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Managing Behaviour Policy 2024

We pride ourselves on using "positive behaviour management techniques" in order to promote positive behaviour and encourage an enabling environment.

### **Strategies we use include:**

- Giving lots of praise for good behaviour.
- Giving the children individual attention so they feel valued.
- Setting a good example, e.g. being a good role model.
- Listening to and respecting what the children have to say.
- Rewarding good behaviour, e.g. reward charts, choosing next activity, etc.
- Involving children in decision-making, setting ground rules, etc.
- Working with parents to promote a consistent approach.
- Distraction: removing the child from the situation and giving them an alternative activity.
- Ignoring: depending on the situation, we may ignore the unwanted behaviour, e.g. low-level attention seeking.
- Discussion: if the child is able to understand, we will discuss their behaviour with them to encourage an appreciation of the consequences of their actions on others. We will inform them that it is their behaviour that we do not like, not them.
- Making the children aware of any consequences that will result from their actions.
- Time Out: removing the child from the activity and sitting them quietly for a few minutes in another area but within sight and hearing.

Any behaviour that warrants a serious consequence will be recorded in our incident book and will be discussed with you. Consequences will be appropriate to the age/ability of the child.

We will NEVER use or threaten physical punishment of any form, nor will we humiliate your child.



Physical intervention will only be used to manage a child's behaviour if it is necessary to prevent personal injury to the child or to other people, or to prevent serious damage to property. Any occasion where physical intervention is used to manage a child's behaviour it will be recorded and parents will be informed about it on the same day.

We always aim to work in partnership with parents and ask to be kept up to date with any changes to their child/children's home life that may affect their behaviour. We always appreciate any input from parents in behaviour management in order to promote consistency for the children.

If you have any concerns regarding managing behaviour, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025





# Chalkhouse Childcare Services

## Meal Time and Nutrition Policy 2024

We believe that meal times should be happy, social occasions for children and the team alike. We promote shared, enjoyable, positive interactions at these times. We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

### **We will ensure that:**

- A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, rotated regularly and reflect cultural diversity and variation (these are displayed for children and parents to view on our daily menu board)
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include at least four servings of fresh fruit and vegetables per day
- We consider your child's likes and dislikes when planning our meals
- Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather, staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies and any special health requirements, before a child starts or joins the nursery. Where appropriate, we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate, an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate, age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods



- The team show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of their diet or allergy
- The team set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and staff participate in small groups. During meals and snack times children are encouraged to use their manners and say "please" and "thank you" and conversation is encouraged
- The team use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves
- The team support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones
- Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal they do not like will have their food removed without any fuss
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the meal time are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parents with daily written records of feeding routines for children in their daily diaries if parents request one
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at meal times to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations, we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song



- We do allow parents to bring in cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All team members who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years
- In the very unlikely event of any food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform Ofsted as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies.

If you have any concerns regarding meal times and nutrition, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Medicine Policy 2024

We are happy to give non prescribed medicines provided by you, such as cough mixture, Calpol or Nurofen, teething gel etc, but only if you have signed a parental permission form for us to administer medicines. You will need to inform us immediately if you no longer wish for us to give prescribed medicines so that we can alter your permission form. It is vital that you inform us of any medication you may have given your child before they arrive into our care. We need to know what medicine they have had, the dose and time given. This will need to be recorded in our medicine administration book.

We will ensure that all medication given to us is stored correctly and we will check that it is still within its expiry date.

If your child has a self-held medication it may be necessary to obtain an additional one to leave with us. Older children can easily forget to bring home an inhaler. Leaving your sole inhaler with us could cause an unnecessary trip to the hospital.

If your child needs to take medication prescribed by a doctor, please discuss this with us. In some cases a child on antibiotics may be asked not to attend for 2-3 days in case they react to the medication and to prevent the spread of an infection to others.

All medicine given to us to administer must be in its original bottle/container and not decanted. It must have the manufacturer's guidelines on it and if it is a prescription medication the details from the doctor/pharmacy. We will follow these instructions and will not be able to use it in any way other than directed per instructions.



We will need to record EACH new medicine that your child may need to take and in order for us to administer it we will need you to sign our medication administration permission form in advance of giving the medicine with any specific instructions you need us to follow. We will then ask you to sign at the end of the day so that you are fully informed about what medicine your child has received and at what time. It is vital that you sign both so that we can keep an accurate record of medicine administration on the premises, and we politely request that you do so.

If you have any concerns regarding medication, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Mobile Phone Policy 2024

We recognise that it is important to be able to communicate with parents instantly. The nursery phone is used to contact parents/carers during the nursery opening hours and we use it as our main point of contact if we take trips out.

Mobile phone technology has developed significantly to include internet access and wireless connections as well as camera use, video and sound recording and sending and receiving messages. They are now an extremely effective method of communication, which can only be an advantage regarding safeguarding children. However, we understand that there is a need to balance the advantages with the potential of misuse. In order to prevent this misuse and protect the children in our care, we follow the below guidelines regarding mobile phone use on the premises:

- Ensure all visitors to our setting during setting hours keep their mobile phones stored away and do not have them "out" in areas used by the children.
- Ensure that all team members working within the setting leave their personal mobile phones in a safe storage area away from the areas that children use.

All team members have use of our nursery phone, which is a camera phone, in order to use appropriately, for example to contact parents or to take photographs for use in observations, development tracking or to share on Facebook (only with parental permission). The use of photos to support observation, assessment and planning for parents to see is part of our practice.

- Pictures are taken by us with written permission from parents and only used in the way that parents have agreed to on their permission forms.
- Once we have used the photos for observation or records they are regularly deleted from the nursery phone.

If you have any concerns regarding mobile phones, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Partnership with Parents and Carers Policy 2024

We believe that working in partnership with parents and carers enables us to provide the best possible care for their children.

### **We aim to do this by:**

- Providing a copy of our Policies and Procedures for you to read or refer to
- Providing information to show how the EYFS is being delivered in our setting
- Agreeing a written contract for each child, signed by us both when your child starts. This is reviewed when necessary
- Discussing any specific requirements/routines with you before your child starts, and ensuring we work with you to ensure consistency of approach for your child
- Seeking written permission for anything that we consider needs our joint agreement. In the event of permission not being given; We will endeavour to ensure that your wishes are respected but will discuss with you what this may mean for the care of your child alongside other children in our setting
- Keeping a record of emergency contacts and asking that you inform us promptly if there are any changes to these
- Informing you when we are notified of our Ofsted inspection so you can provide the inspector with your comments if you wish. You will be provided with a copy of our Inspection Report
- Taking any complaints seriously and investigating in all cases (see Complaints Policy)
- Recording any accidents/significant incidents in our Accident/Incident Book and sharing with the parents/carers concerned.

### **Promoting good two-way communication in the following ways:**

We are happy to discuss the care of your child at any time that is mutually convenient. We can also be contacted by phone or e-mail and information can be relayed to other members of the team.



We will keep you up to date with daily routines and share information using a daily contact book if you wish. We welcome contributions to this from you as well.

Our Learning Book system allows you to add keepsake comments to every single observation. You are invited every six months to complete parents' comments on your child's Learning Assessments. There is also a lovely "at home" section where you can add pictures and comments. We are happy to help in any way if you have difficulty doing any of these tasks.

We regularly ask you to complete parent surveys, comments on displays and scrap books to hopefully make you feel part of your child's learning.

We are always happy to talk about how your child has settled in, share any issues or concerns, discuss any changes to requirements, routines, etc (e.g. weaning, potty training). Your child's key worker will be available to discuss these issues at a convenient time for you both.

If you have any concerns regarding partnership with parents and carers, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025





# Chalkhouse Childcare Services

## Risk Assessment Policy 2024

The Early Years Foundation Stage requires childcare providers to conduct risk assessments and review them regularly.

Every morning we check all areas the children are in contact with to ensure that all equipment etc. is safe and is not going to put the children at any risk. If we are taking the children to a new environment we will also do a risk assessment of this new area to ensure the children are always safe.

All of these assessments are recorded and stored in a file. These documents are available for any parent to see on request as well as Ofsted. We also have daily risk assessment and checks displayed throughout both rooms which are signed daily to ensure we are constantly risk assessing the areas the children use and they are suitable for purpose.

If you have any questions regarding any of our risk assessments, please ask any member of the team. If you feel a new risk has arisen that none of the team have noticed, please inform us straight away so that we can adapt our risk assessments appropriately or make changes to manage the risk. Keeping the children SAFE is our top priority.

**If you have any concerns regarding risk assessments, please speak to your child's key worker or Lucy McAdden.**

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Safer Recruitment Policy 2024

We will arrange for checks to be carried out on all staff at the point of employment, including an enhanced DBS check with Ofsted. All staff will also be required to provide legal identification, two suitable references, and to complete our disclosure regarding suitable persons. All referees will be contacted and verified by management. Staff should also agree to be added to the DBS update service to ensure their DBS remains up to date. This should all be done in a timely manner. Any barriers to this may result in the termination of the staff member's employment.

Staff will be asked to complete a suitability declaration regarding the suitability of themselves and any other member of their household in regards to working with children. This will be completed upon employment and reviewed annually. It is the staff member's responsibility to inform the manager immediately if their circumstances change in any way that could affect this declaration. Failure to do so can result in the termination of the staff member's employment.

The manager and/or senior staff member will complete and maintain an up to date Safer Recruitment Training.

If you have any concerns regarding safer recruitment, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Safeguarding Policy 2024

Our responsibility as childcare providers is to ensure the safety and welfare of all the children in our care at all times. We do this every day by risk assessing and putting procedures in place to keep your children safe, happy and free from harm.

We have received training on Child Protection issues and we are aware of the signs and symptoms of all types of abuse. At least one member of the team has attended a Lead Safeguarding Practitioner course with Oxfordshire County Council. Our current Safeguarding Leads are Lucy McAdden and Sommer Clark. Lucy McAdden also had intensive training in this area when working as a nurse so she has some practical experience in this area. Lucy McAdden and Sommer Clark are the designated leads in Child Protection and will support all staff in all matters related to Child Protection including education and training. However, all members of the team are trained in what to do if they feel the situation is not being handled appropriately and are aware of the steps they can take to ensure the children in our care are always kept safe and free from harm. We all receive safeguarding training and we have a Policies folder with a full Safeguarding Policy. We would be happy to make this available to you on request.

If we have reason to believe that a child in our care is being abused we will report it to the appropriate body. In this circumstance we will be unable to keep information relating to your child confidential but will be obliged to share it with Ofsted (within 14 days of the allegation), social services and the police if requested.

All members of the team have Child Protection training and are aware of what to do if they are concerned about a child or if somebody raises a concern with them. If you have any concerns you wish to discuss with somebody regarding Child Protection, please contact the numbers on the following page.



## MASH - Multi-Agency Safeguarding Hub

0345 050 7666

## Ofsted

0300 123 1231

## NSPCC

0808 800 5000

Further information on reporting child abuse can be found here:

<https://www.oxfordshire.gov.uk/residents/children-education-and-families/keeping-children-and-young-people-safe/report-child-abuse>

If you would like some more information on matters regarding Child Protection, you can take a look at "**Working Together to Safeguard Children 2018**" which is available on the Department of Education's website.

If an allegation of inappropriate or harmful behaviour towards a child by Lucy McAdden or a member of the team is made, we will:

- Record the allegation in a report
- Keep all parties involved fully informed during the process
- Inform our Local Authority Designated Officer and await the next steps following advice from them as advised by Oxfordshire County Council
- Inform Ofsted of the situation.

If you ever need immediate help regarding the safety of a child you can always call 999.

If you have any concerns regarding safeguarding, please speak to your child's key worker or Lucy McAdden. We also have an extensive Safeguarding Policy and Procedure folder on site which parents can access on request.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Settling In Policy 2024

We aim to support parents and other carers to help their children settle quickly and easily by giving consideration to the individual needs and circumstances of every child and their families. Our aim is for children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with all team members. We also want parents to have confidence in both their children's continued wellbeing and their role as active partners, with the child being able to benefit from what the nursery has to offer.

All our team know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and to use this knowledge to support children and families settling in to the nursery.

Our nursery will work in partnership with parents to settle their child into the nursery environment by:

- Allocating a key person to each child and his/her family, before he/she starts to attend. The key person welcomes and looks after the child ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery to ensure the family has a familiar contact person to assist with the settling in process
- Providing parents with relevant information about the policies and procedures of the nursery
- Encouraging parents and children to visit the nursery during the weeks before an admission is planned and arranging home visits where applicable
- Planning settling in visits and introductory sessions (lasting approximately 2-4 hours). These will be provided free of charge over a one- or two-week period, depending on individual needs, age and stage of development
- Welcoming parents to stay with their child during the first few weeks until the child feels settled and the parents feel comfortable about leaving their child. Settling in visits and introductory sessions are key to a smooth transition and to ensure good communication and information sharing between the team and parents



- Reassuring parents whose children seem to be taking a long time settling in to the nursery and developing a plan with them
- Encouraging parents, where appropriate, to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a buddy/back-up key person to each child in case the key person is not available. Parents will be made aware of this to support the settling process and attachment
- Reviewing the nominated key person if the child is bonding with another member of staff to ensure the child's needs are supported
- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery, and reassuring them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

If you have any concerns regarding settling in, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Sick or Unwell Child Policy 2024

We are very happy to care for children with minor coughs and colds but will not be able to care for children who are very unwell, infectious or running a high temperature. We have very active days in our setting and there are times when children need to be in 1 to 1 care or under close observation when they are unwell, in these cases they will be unable to attend our setting for their own comfort and welfare.

If your child has had diarrhoea or sickness in the last 48 hours please do not bring them to our setting, and let us know how they are so we can decide how soon they can return. Sickness and diarrhoea often result from highly infectious viruses and staying away for 48 hrs is a vital way to prevent these viruses spreading.

If your child becomes ill whilst in our care, we will ensure that they are comfortable and reassured. We will isolate your child if necessary but continue to make sure they feel comfortable and happy. We will contact you immediately and continue to care for your child until you arrive. In the case of serious illness we will call an ambulance and await their advice; we do ask that all parents sign the permission form agreeing to us seeking emergency medical care. We will inform you as soon as we possibly can that we have called for an ambulance and keep you fully informed of the situation.

We are happy to administer medication in certain situations (see our Medicines Policy). Please sign our permission form if you would like us to administer medication to your child whilst they are in our care.

**If you have any concerns regarding sickness, please speak to your child's key worker or Lucy McAdden.**

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Social Networking Policy 2024

We promote the safety and welfare of all children in our care. We believe our team should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. To ensure the safety and well-being of children we do not allow the team to use personal mobile phones or smartwatches during working hours. We use mobile phones supplied by the nursery to provide a means of contact in certain circumstances, such as outings.

We require our team to be responsible and professional in their use of social networking sites in relation to any connection to the nursery, nursery team, parents or children. We ask parents and visitors to respect and adhere to our policy.

### **The team must adhere to the following:**

- Mobile phones/smartwatches are either turned off or on silent and not accessed during your working hours.
- Mobile phones/smartwatches can only be used on a designated break, and then this must be away from the children.
- Mobile phones/smartwatches should be stored safely in bags or cars or in locked cupboards at all times during the hours of your working day.
- During outings, the team will use mobile phones belonging to the nursery wherever possible.
- The team must not post anything on social networking sites such as Facebook that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way.
- The team must not post anything on social networking sites that could offend any other member of the team or parent using the nursery.
- If the team choose to allow parents to view their page on social networking sites this relationship must remain professional at all times.
- If any of the above points are not followed then the member of the team involved will face disciplinary action, which could result in dismissal.





## Parents and visitors use of mobile phones, smartwatches and social networking

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

We promote the safety and welfare of all the team and children and therefore ask parents and visitors not to post, publicly or privately, information about any child on social media sites such as Facebook and Twitter without prior permission or consultation with parent. We have our own Facebook page and we will not post any photographs or information regarding your child without prior permission. We ask all parents and visitors to follow this policy to ensure that information about children, images and information do not fall into the wrong hands.

Parents/visitors are invited to share any concerns regarding inappropriate use of social media through the official procedures (please refer to the Partnership with Parents and Carers Policy, Complaints Policy and Grievance Policy).

If you have any concerns regarding social networking, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Suitability of Staff and Staff Awaiting DBS Check Policy 2024

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We are committed to ensuring that all of the team, including students and volunteers, are suitable to work with or be in regular contact with children. We have systems in place to ensure that this includes making a decision about suitability, as part of the recruitment process and monitoring continued suitability, as part of regular staff or student supervision.

The nursery manager is responsible for ensuring that all team members and students have an enhanced check with the Disclosure and Barring Service (DBS), and that the results of such a check are assessed as part of a decision on suitability. Where possible, team members will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort the team member may work in the nursery before these checks are completed as long as they are supervised at all times by the team who already hold an enhanced check and the check has been applied for. The team will be informed of any other team members awaiting enhanced DBS clearance.

Team members awaiting these checks will **never**:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by staff holding an enhanced check
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first-aid
- Take photographs of any children
- Be involved in looking at a child's learning and development log, but can contribute to it
- Have access to children's personal details and records.



While adhering to the above list, we recognise that it is vital that the team member awaiting an enhanced disclosure is made to feel part of the team and we support them in participating fully in every other aspect of the nursery day.

We recognise that the enhanced DBS disclosure is only one part of a suitability decision and nursery management will ensure every individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the Safer Recruitment Policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery. We act on any information that comes to our attention that suggests someone may no longer be suitable for their role.

All students will also receive an interview to ensure they are suitable for the nursery and an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised to ensure they receive the appropriate support, training and information they may require.

If you have any concerns regarding the suitability of staff and/or staff awaiting DBS checks, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Sun Care Policy 2024

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

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- All team members will work with the parents of all children to decide and agree on suitable precautions to protect children from burning, including those with more sensitive skin types and those that may be more tolerant to the sunshine, e.g. black and/or Asian colouring.
- Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's necks and ears from the sun) to provide additional protection.
- Children must have their own labelled high-factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. The team must be aware of the expiry date and discard sun cream after this date.
- Parents are requested to supply lightweight cotton clothing for their children suitable for the sun, with long sleeves and long legs.
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided.
- The team will make day-to-day decisions about the length of time spent outside depending on the strength of the sun; children will not be allowed in the direct sunlight between 11.00am - 3.00pm on hot days.
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day.
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days, and this will be accessible both indoors and out.



- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun.
- Shade will be provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to.

If you have any concerns regarding sun care, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Uncollected Child Policy 2024

If a child is not collected within 30 minutes of the agreed collection time and we receive no contact from parents, we will try calling the parents' contact numbers. Then we will call their emergency contact numbers.

During this time we will continue to safely look after the child and keep them comfortable and as reassured as possible.

We will continue to try to contact the given telephone numbers, but after the reasonable amount of time of 2 hrs from the agreed collection time, we will contact the Local Children's Safeguarding Board. We will notify Ofsted within 14 days of the incident occurring as requested by the statutory EYFS requirements.

If you have any concerns regarding the uncollected child policy, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025



# Chalkhouse Childcare Services

## Whistleblowing Policy 2024

We expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen, and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be resolved as soon as they arise.

### Legal framework

The Public Interest Disclosure Act 1998, commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013, there were some legal changes to what constitutes a qualifying disclosure.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- A criminal offence
- A miscarriage of justice
- An act creating risk to health and safety
- An act causing damage to the environment
- A breach of any other legal obligation
- Concealment of any of the above
- Any other unethical conduct
- An act that may be deemed as radicalised or a threat to national security

Is being, has been, or is likely to be, committed.



Qualifying disclosures made before 25 June 2013 must have been made "in good faith" but when disclosed, did not necessarily have to have been made "in the public interest".

Disclosures made after 25 June 2013 do not have to be made "in good faith"; however, they must be made "in the public interest". This is essential when assessing a disclosure made by an individual.

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- You must believe it to be substantially true.
- You must not act maliciously or make false allegations.
- You must not seek any personal gain.

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed; a reasonable belief is sufficient.

### **Disclosure of information**

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or is likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed.
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. EYFS, Equalities Act 2010).
- That a miscarriage of justice has occurred, is occurring, or is likely to occur.
- That the health or safety of any individual has been, is being, or is likely to be endangered.
- That the environment has been, is being, or is likely to be damaged.
- That information tending to show any of the above has been, is being, or is likely to be deliberately concealed.





## Disclosure procedure

- If this information relates to child protection/safeguarding then the nursery child protection/safeguarding children policy should be followed, with particular reference to the staff and volunteering section.
- Where you reasonably believe one or more of the above circumstances has occurred, you should promptly disclose this to your manager (Lucy McAdden) so that any appropriate action can be taken. If for any reason the allegation relates to Lucy McAdden you must report your concern to Ofsted on **0300 123 1231**.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager/owner.
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner.
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal.
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.
- We give all of our team the telephone numbers of the Local Authority Designated Officer (LADO), the local authority children's social care team, the Local Safeguarding Children Board (LSCB) and Ofsted so all team members may contact them if they cannot talk to anyone internally about the issues/concerns observed.

If you have any concerns regarding whistleblowing, please speak to your child's key worker or Lucy McAdden.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2024	L. McAdden	January 2025