**Be****ltinge Day Nursery**

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1. **Accidents / Injuries**

**Policy**

**Accidents / Injuries**

At Beltinge Day Nursery we recognise we have a duty to protect children from harm wherever possible. We also know that children will have accidents as they grow and become used to how their body moves and they negotiate space and other children or equipment around them.

We record accidents on accident sheets that when completed and signed by the parents/carers are indexed and stored in the accident file in date order.

**Procedures**

* When a child has an accident, the record is completed (by the staff involved) with the date and time, place and circumstances of the accident. The nature of any injuries and the treatment given is also recorded. This is signed by a member of the management team before being signed by the parent/carer on collection.
* In the event of a head injury, the above procedures are followed but in addition, a head injury record is also completed at set times after the accident set by a member of the management team.
* Parents / Carers are contacted by telephone as soon as possible after the accident to inform them of what has happened. They are informed about what happened, how their child reacted and how they are at that time if need be the parent/carers will be asked to collect their child and continue to monitor at home or to seek medical advice.
* Children are observed and if there is a change in their appearance or behaviour after a head injury, Parents are called again to collect their child.
* Parents are advised to seek medical attention in the event of some head injury.

**Ofsted**

Ofsted and RIDDOR will be informed of any serious accidents / injuries and in the event of the death of a child in our care.

Accident that happens in the care of Parents/carers with a visible injury or head injury should be recorded on an existing injury form before the child is allowed into nursery. In the event of a head injury children should be monitored at home for 24 hours before coming into nursery.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.22** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Administering Medications**

**Policy**

Children who are unwell should NOT be in setting. However, we do recognise that some children are well enough to attend even when taking medications. Beltinge Day Nursery staff WILL NOT ADMINSTER NON-PRESCRIBED (OVER THE COUNTER) MEDICATION

From March 2020, children who are taking prescribed medications WILL NOT be allowed to attend the setting for 48 hours from the time of their first dose. This is to ensure they do not have an allergic reaction to the medication in the setting, and that the medication has had time to take effect.

**Procedure**

* + - * Children taking prescribed medication must be well enough to attend the setting. Child may not attend for 48 hours from the time of their first dose.
			* We only administer medication when it has been prescribed for a child by a doctor (or other medically qualified person). It must be in-date and prescribed for the current condition.
			* Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children. Short life medicines also require an opened on date.
			* On receiving the medication, the member of staff checks that it is in date and prescribed specifically for the current condition.
			* Parents must give prior written permission for the administration of medication. The staff member receiving the medication will ask the parent to complete and sign a consent form stating the following information.
* the full name of child and date of birth.
* the name of medication and strength.
* who prescribed it.
* the dosage and times to be given in the setting **AND THE TIME OF THE LAST GIVEN DOSE.**
* the signature of the parent, their printed name, and the date.

 No medication may be given without these details being provided

* + - * The Key Person / Buddy informed of the dosage and time medication must be given
			* MEDICATION CAN ONLY BE ADMINISTERED BY OR WITNESSED BY A MEMBER OF THE MANAGEMENT TEAM. This means a key person can administer in the presence of and checked by a member of the management team.
			* When medication is given the record is completed and details of the person administering witnessing are also recorded on the medicine consent form.
			* Parents must sign this record when they collect their child at the end of the session and a copy given to them.
			* Babies under 2 years old, MAY be given Paracetamol for teething once a day at nursery, at the discretion of the manager. This will not be done more than twice in one week, as it could mask other symptoms.
			* We hold emergency paracetamol on site which can only be given if a child has a high temperature which we are unable to lower if the parent is uncontactable, and the child has been in nursery for more than 4 hours. This is with prior Witten consent at registration.

***Storage of medicines***

* + - * All medication is stored safely in a locked safe or refrigerated as required.
			* For some conditions, medication may be kept in the setting to be administered on a regular or as-and-when- required basis.
			* The Manager / Deputy Manager checks that any medication held in the setting is in date and will return any out-of-date medication back to the parent.

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

* + - * We carry out a care plan for each child with a long-term medical condition that requires on-going medication. This is the responsibility of our manager alongside the key person. Other medical or social care personnel may need to be involved in the care plan.
			* Parents will also contribute to a care plan. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
			* For some medical conditions, key staff will need to have training in a basic understanding of the condition, as well as how the medication is to be administered correctly. The training needs for staff form part of the risk assessment.

***Managing medicines on trips and outings***

* + - * If children are going on outings, the key person for the child will accompany the children with a care plan, or another member of staff who is fully informed about the child’s needs and/or medication.
			* Medication for a child is taken in a sealed plastic box clearly labelled with the child’s name and the name of the medication. Inside the box is the medication form where details of medication administered will be recorded.
			* When collecting their child, the Parent signs the medication form.
			* If the Parent accompanies the child on the outing, they are responsible for transporting and administering the medication

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| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Admissions, Registration, Sessions and Fees**

**Admissions Policy**

At Beltinge Day Nursery we welcome children from the age of 0 years 3 months – 4 years 11 months. We provide Care and Early Education for children with Special Educational Needs (SEND) and children with English as an Additional Language (EAL). We are providers of Free for Two (FF2) funded places, Universal Free Early Education Entitlement (FEEE) and the Extended Early Education Entitlement (up to 30 hours) We are an inclusive practice and welcome children from all areas of the community, providing the same high-quality care and education for all.

**Procedure**

* + - * We advertise our setting via social media, including Facebook and our own website. We are also on Childcare Choices and the KCC Childcare website.
			* Prospective Parents / Carers (hereby known as Parents) are welcome to visit the setting at any time and no pre-booked appointment is necessary
			* During an initial visit, Parents and their children are shown around the Nursery building. This is usually with the Manager but can also be the Deputy or Setting Administrator in the Managers absence.
			* Parents are given a Prospectus and the routines and ‘flow’ of the day are explained. Parents are told about sessions, snacks and lunch times and general activities. Parents are told about our Key Person and Buddy system and how we monitor children’s learning and development, including how they themselves can be a part of this process.
			* Parents are also informed of our Fee structure and about any additional cost they should expect when their child attends Beltinge Day Nursery.
			* Parents are encouraged to visit again, at other times of the day/week as the setting can be different dependent on the cohorts in on certain sessions, where this is possible in line with current COVID restrictions.
			* If Parents wish to put their child’s name on our waiting list, they can do so at these visits.

**Registration Policy**

At Beltinge Day Nursery we require ALL children to be registered to attend.

**Procedure**

* + - * Parents of children on our waiting list are contacted to arrange an appointment to come in and register their child.
			* They are required to bring along the child’s full birth certificate and / or passport, their ‘red book’ for immunisation records, documentation relating to funding, for example, an email conformation of FF2 funding, or the Code issued to state qualification for Extended Entitlement (30 hours). Parents must also pay a non-refundable fee of £40. \*\* Totally free places are available for FF2, universal and extended entitlement at the discretion of the setting and the times they offer\*\*
			* Parents are also required to bring along any documentation relating to their child’s involvement with outside agencies or any health issues/conditions their child may have.
			* Parents completing the registration forms will usually do so with the assistance of the settings Administrator, who can answer any further questions about funding and fees etc.
			* This time is also used for the child being registered to join in with the Nursery group and experience some time in setting.
			* Parents are introduced to Key Persons and Buddies, and an All About Me form will be completed by the Key person and Parent. This provides an important first impression of the child and their likes / interests and general development.
			* It is at this time a discussion is had regarding the Parents’ wishes and the need for any settling in sessions. Not all children require settling in sessions and these are offered on a need basis.
			* Parents are given a copy of their setting contract, the names of their Key Person and Buddy and photographs of all staff to familiarise their child with over the days leading up to starting at Nursery.

**Sessions Policy**

At Beltinge Day Nursery we try to as flexible as possible to accommodate Parent need about sessions and days of attendance.

**Procedure**

* + - * The setting offers childcare and early education from 8.00am-4.30pm, funding can be taken between the hours of 8am – 3.30pm.
			* Parents can opt to take the funded hours over 38 weeks or ‘stretch’ funding over 48 weeks\*\*
			* Child can take their entitlement in any pattern as per Parental need and availability.
			* Children who access up to 30 hours will be offered full days.
			* Additional hours over free entitlement will be charged at the settings hourly rate.
			* Sessions / Days of attendance and any extra hours MUST be pre-booked and remain the same for two terms.
			* Additional sessions / hours will be refused if Fees are not paid and until payment is made, children can only attend for their ‘free’ sessions. (See our Fees Policy below)

\*\*subject to change in line with operational pattern.

**Fees Policy**

Beltinge Day Nursery charges for sessions attended by the hour. Parents who qualify for FF2, Universal and Extended Early Education Entitlement will receive either 15 or up to 30 hours per week. Any additional sessions / hours above this entitlement will be charged for.

Invoices are produced for Parents every 6 weeks (termly). Failure to pay for hours above free entitlement will result in the extra hours being removed (only free hours can be used) until the debt is paid.

**Procedure**

* + - * Fees are charged at our session/hourly rate.
			* There is a snack fee added to each termly invoice, of 50p per session booked. One session Is either an AM or PM session, while a whole day is classed as two sessions.
			* Parents are told at Registration what their weekly fee will be and must sign a contract agreeing to the payment of fees.
			* Parents are given a termly (6-7 week) invoice at the start of each term detailing their fees where applicable and the date by which they must pay these.
			* We offer one totally free place at setting for FF2 and both 15 and 30-hour FEEE. These sessions/days are slightly different from other sessions and Parents are informed of this when accepting the place.
			* Parents receiving one of our totally free places cannot book extra sessions / hours as they will then no longer be accessing a free place and they will be moved to a fee-paying contract.
			* Parents are still charged if a child is absent or on holiday as it is their place they are paying for and not the attendance of their child.
			* In the event a parent does not pay their fees (sessions above free funded sessions) then the additional sessions will no longer be available to them. Fees must be paid in full before the additional times over their ‘free’ entitlement are reinstated.
			* There is a late fee for late payment of nursery fees. This will be £20 For any outstanding payments not received on or before the payment date if fees remain unpaid after 10 days your place will be terminated.
			* In the event a Parent still does not pay, the Management Committee will be informed and legal action to recover the cost may be taken.
			* Session times must be adhered to in order for us to maintain ratios, late collection will result in a fee of £5 for any time after your sessions finish time, and increases by £5 every 15 minutes.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **01.02.2022** |  |
| **Date to be reviewed** | **Dec 2022** |  |

1. **Behaviour Management**

**Policy**

We believe that children flourish best when their personal, social and emotional needs are understood, supported and met and where there are clear, fair and developmentally appropriate expectations for their behaviour.

When dealing with unwanted behaviour the staff will NEVER use physical punishment.

Staff will use different strategies to deal with children’s behaviour, as children are individual and unique no one strategy will work for all children.

Child on child abuse is delt with sensitively and both the perpetrator and the victim will require support to understand what is acceptable behaviour.

**Procedures**

**In order for us to manage children’s behaviour in an appropriate way we will:**

* attend relevant training when available to help understand and guide appropriate models of behaviour.
* The use of visuals to aid understanding.
* Model good behaviours, talk respectfully to each other, children, Parents/Carers and visitors. We address unwanted behaviours immediately, calmly and with explanation.
* We have a set of ‘Golden Rules’ that the children have agreed upon for our setting and theses are discussed daily and throughout the routines and activities of the day.
* To use positive praise, to re-enforce and label good behaviour. “That’s lovely sharing”
* If the unwanted behaviour does not reoccur or cause concern, then normal monitoring will resume.
* Behaviours that result in concern for the child and/or others will be discussed between the key person, and Special Educational Needs Coordinator (SENCO) or/and Manager. During the meeting, the key person will use their knowledge and assessments of the child to share any known influencing factors (new baby, additional needs, illness etc.) to place the behaviour into context. Appropriate adjustments to practice will be agreed and if successful normal monitoring resumed.
* If the behaviour continues and remain a concern, then the key person should liaise with parents to discuss possible reasons for the behaviour and to agree next steps. If a cause for the behaviour is not known or only occurs whilst in the setting then the SENCO will suggest using a focused intervention approach to identify a trigger for the behaviour, for example, ABC charts.
* If a trigger is identified, then the SENCO and key person will meet with the parents to plan support for the child through developing a targeted plan. If relevant, recommended actions for dealing with the behaviour at home should be agreed with the parent/s and incorporated into the plan. Other members of the staff team will be informed of the agreed actions in the plan and help implement them. The plan should be monitored and reviewed regularly by the key person and SENCO until improvement is noticed**.**
* If, despite applying the initial intervention and focused intervention approaches, the behaviour continues to give occur and/or is of significant concern, then the SENCO will invite the parents to a meeting to discuss external referral and next steps for supporting the child in the setting.
* It may also be agreed that Early Help process should begin, and that specialist help be sought for the child if deemed necessary.
* Physical punishment is not allowed or tolerated; such behaviours will result in disciplinary action being taken

Advice provided by external agencies should be incorporated into the child’s action plan and regular meetings held to review the child’s progress

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1. **Bereavement**

**Policy**

Younger children can, and often do, react strongly to their own grief, but also to the grief of significant adults involved in their day-to-day care. Whatever the circumstances, babies, and children under five years of age need to have their grief acknowledged and their distress comforted.

People are often at a loss as to know what to say or do to help a child who has been bereaved by the death of someone important to them. Every situation is different, and children will be affected to a greater or lesser degree, dependent on the circumstances of the death and the nature of the relationship they had with the person who has died.

Most grieving children do not need a ‘bereavement expert’ they need people who care. Early years settings, just by carrying on with their usual day-to-day activities while being aware of the bereavement, can do a huge amount to support a grieving child.

Where possible and appropriate, we at Beltinge Day Nursery will also support Parents and can offer additional sessions or days of attendance if required.

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**6: Committees**

**Policy**

Our Management Committee, under the direction of our Chairperson, Dan Mimran, is responsible for ensuring the setting is organised and fulfils its statutory obligations with regard to running an Early Years Setting, as well as making major decisions regarding staffing, operational days / times, management and financial aspects.

The Management Committee is also responsible for any Fundraising activities and events.

**Procedure**

* As soon as a child starts to attend the setting, their Parents automatically become ‘Family Members’, and will be invited to attend meetings in that capacity.
* Each family holding family membership will count as one member and will be entitled to one vote at any general meetings of the members.
* Family members MUST declare the nature and extent of any interest, direct or indirect, to which they be connected to and;
* Family members MUST absent themselves from any discussions in which a possible conflict of interest may arise where the best possible interests of Beltinge Day Nursery will be affected.
* Any member absenting themselves from discussions MUST NOT vote on any discussion where there is a conflict of interest.

Parents / Carers are very welcome to join our Fundraising Committee at any time.

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**8: Complaints/Concerns**

**Policy**

All settings are required to keep a written record of any complaints, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

**Making a complaint**

* Any Parent/Carer who has a concern about an aspect of our setting's provision or the welfare of a child should in the first instance, discuss his/her concerns with the manager. Most complaints should be resolved amicably and informally at this stage. We record the issue, and how it was resolved, in the complaints book.
* If the Parent/Carer is unsatisfied with the outcome, or if the problem recurs, the Parent/Carer should put their concerns or complaint in writing, to the Management Committee.
* This will trigger an investigation into the complaint/concern. This is carried out by the Manager and reported to the Chair Person of the Committee once completed. If the Chair Person feels further investigation is needed it will be done. If the Chair Person is satisfied with the investigation, our Manager meets with the Parents/Carers to discuss the outcome.
* An investigation, and written notification of outcome to the complainant will be made within 28 days of receiving the complaint. This is also logged in the complaints book. If the Parent/Carer is not satisfied with the outcome of the investigation, he/she may request a meeting with our manager and the chair. The parent may have a friend or partner present if they prefer and our manager should have the support of the management team.
* An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties’ present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. A follow up meeting may need to be arranged to ensure all parties are satisfied, and any actions needed are in place/been carried out.
* Ofsted details are on the parent notice board if they wish to contact them regarding a complaint.
* All reported concerns will be taken seriously and considered within the relevant and appropriate process. Anything that constitutes an allegation against a member of staff or volunteer will be dealt with under the specific **Procedures for Managing Allegations against Staff policy.**

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| **On** | **21.11.2022** |  |
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1. **Dummies**

**Policy**

We at Beltinge Day Nursery Recognise that at a young age some children are given a dummy for soothing purposes. However research has shown that children who have a dummy can develop speech difficulties, and distorted speech sounds. Therefore, we at Beltinge Day Nursery discourage the use of dummies in setting and will not provide dummies for the children in our care.

**Procedure**

* When children come along with their Parents to visit the setting, we note if the child has a dummy. Key persons will discuss this with Parents and find out when / why the child needs a dummy.
* If a child has a dummy when they enter the setting at the start of their session, this will be removed when the child is settled and placed in their bag as soon as possible.
* Children are shown where their dummy is, and it is explained that it must stay there until they go home.
* If the child is distressed or requires their dummy for a short while, they may have it, but it will be time limited. Dummies may be used as part of a sleep routine than taken away after.
* We will work with Parents to ensure they are supported in their efforts to stop their child using their dummy.

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1. **Emergency Evacuation (Fire Drills)**

**Fire Drill Policy**

In order to keep the children and adults in our setting safe we must practice what to do in the event of a fire or the need to evacuate the premises quickly.

We hold fire drills termly and record the following information about each fire drill in the Fire Safety Log Book:

* + - * The date and time of the drill.
			* Number of adults and children involved.
			* How long it took to evacuate.
			* Whether there were any problems that delayed evacuation.
			* Any further action taken to improve the drill procedure.
			* See attached Fire Procedure and Fire Drill/Emergency Evacuation.

**Fire Drill Procedure**



Fire Drill & Emergency Evacuation procedures.

In the event of a fire drill the manager will give three short sharp blast on a whistle, to alert staff and children that a fire practice drill is taking place.

When the whole school and the nursery have a fire practice drill the fire bells will sound, as it would in the event of a real fire.

* On hearing the Whistle/bells all staff will gather the children in their rooms, conducting a headcount to account for all children and head to the nearest/safest exit.
* Make their way to the assembly point with their register, where it will be checked to make sure all children are accounted for.
* All spare staff, manager, admin… will head to baby room to help with the evacuation of the smaller non mobile children.
* Manager/Deputy (person in charge on day) will take staff register and do a sweep of the premises as they leave, helping where needed along the way.

The assembly point for the nursery is:

Where the school playground meets the grass, opposite the nursery marked with the number 7.

If this was a practice drill, you will be allowed back in when all staff and children are accounted for, and the timer has stopped.

In the event of a real fire or false alarm you will be allowed back in when it is deemed safe to do so by the relevant people.

Silent drill will take place in the same way, however there will be no bells or whistle the alarm will be conveyed be message in person from the person who takes the call. Calmly and quietly, we will evacuate the building. Management team will call Reculver school office to inform them.

Lockdown procedures:

In the event of a treat from either an individual or group all staff and children must make their way to the designated place where they will be out of sight and away from doors and windows as much as possible.

Place of safety: Corridor by office and toilet area.

* Staff will calmly guid the children to their place of safety from wherever they are, if in the garden they will make their way in, and the doors locked behind them.
* All spare staff, manager, admin… will head to baby room to help with smaller non mobile children.
* Manager/deputy should go around checking doors and windows are, locked and blinds pulled down, and lights off.
* The sensory curtain should be pulled across, so the children and staff are not visible.
* There should be a headcount and all children cross referenced against the register along with staff.
* The manager/deputy/admin should ASAP call 999 and take instructions.
* Reculver school should also be alerted if it was not them who alerted us.
* To practice Lockdown the phrase “Quick, quiet crawl” will be called, making it a game for the children. This will also be called in the event of a real emergency.
* Staff should help the children to remain calm, quiet, and low to the floor.

In the event of a real emergency, we will wait in our place of safety until the treat has been secured and we are advised by the emergency service it is safe to come out.

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**11: Equality and Diversity**

**Policy**

Equality is about ensuring every child has an equal opportunity in the setting so that everyone is treated fairly

Diversity is about taking account of the differences between people in our group and beyond and placing a positive value on these differences

At Beltinge Day Nursery, we have a fully inclusive practice, where every child is given the same experiences, opportunities and attention. We value our similarities and embrace our differences.

**Procedure**

* We at Beltinge Day Nursery are an inclusive practice. We welcome children from all areas of the community and backgrounds. We welcome children with varying abilities and needs.
* We aim to create an environment where all children can thrive by helping them to understand that individual characteristics make people unique and prevent them from seeing differences as negative from their early stages of development.
* We do this via our own interactions with and expectations of one another. Modelling positive interactions and encouraging everyone to achieve their best.
* We provide activities and experiences which reflect the children that attend our setting regularly and by introducing knowledge and understanding of celebrations beyond their own community at an age appropriate level.
* By having golden Rules that incorporate ‘British values’ and embarrass PSED in the ‘Early Years Foundation Stage’
* We also support children with SEND and EAL as part of our inclusive practice, adapting activities where appropriate so everyone has access to experiences in our setting.
* The setting has SENCO – Laura Jeive – who works with Parents / Practitioners and outside agencies to ensure ALL children attending the setting are treated fairly and with the same expectations.

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| **On** | **01.02.2022** |  |
| **Date to be reviewed** | **Dec 2022** |  |

1. **The Data Protection Act 2018 (General Data Protection Regulation)**

**Policy**

GDPR states that personal data should be ‘processed fairly & lawfully’ and ‘collected for specified, explicit and legitimate purposes’ and that individuals’ data is not processed without their knowledge and are only processed with their ‘explicit’ consent. GDPR covers personal data relating to individuals. Beltinge Day Nursery is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff personal data. The Data Protection Act gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. This 7-point framework is available upon request.

Beltinge Day Nursery is registered with the ICO (Information Commissioners Office) under registration reference: ZA118647. Our certificate is on display on the parent’s information board in the foyer.

**Storage and use of personal information procedures**

* All paper copies of children's and staff records are kept in a locked filing cabinet. Members of staff can have access to these files but information about individual children is confidential these records always remain on site. Digital copies of these records are made, and paper records are shredded after the retention period.
* Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period.
* Information regarding families’ involvement with other agencies is stored in a locked filling cabinet. These records are shredded after the relevant retention period.
* Upon a child leaving Beltinge Day Nursery and moving on to school or moving settings, data held on the child may be shared with the receiving school. For Children attending Reculver CE Primary School, this information will be taken by hand to the school office for the attention of the Early Years Team. For children attending other schools the parent/carer will be given the data to deliver to the receiving school.
* Access to all Office computers and Tapestry Online Learning Journal is password protected. When employment at the Nursery setting ends for any member of staff, these passwords are changed in line with this policy and our Safeguarding policy. Any portable data storage used to store personal data, e.g. USB memory stick, are password protected and/or stored in a locked filing cabinet.

GDPR means that Beltinge Day Nursery must; \* Manage and process personal data properly \* Protect the individual’s rights to privacy \* Provide an individual with access to all personal information held on them.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Ill Children**

**Policy**

Children who are unwell should not be in the setting. Parents are informed of our Ill Children Policy when visiting and upon registration.

**Procedures for children who are sick or infectious**

* If children appear unwell during the day – for example, if they have a temperature, sickness, diarrhoea or pains, particularly in the head or stomach – our manager call the parents and ask them to collect the child, or to send a known carer to collect the child on their behalf.
* If a child has a temperature, they are kept cool, by removing top clothing.
* The child's temperature is taken using an electronic thermometer.
* We recommend Parents take their child to the doctor if their child is requiring medicine for more than 2 days and are well before returning them to the setting; **we can refuse admittance to children who have a temperature, sickness and diarrhoea or a contagious infection or disease.**
* **After diarrhoea or vomiting, Parents/Carers MUST keep children home for 48 hours following the last episode.**
* We have a list of excludable diseases and current exclusion times.

***Reporting of ‘notifiable diseases’***

* If a child or adult is diagnosed as suffering from a notifiable disease will report this to Public Health England.
* When we become aware, or are formally informed of the notifiable disease, the Manager will inform Ofsted and contacts UKHSA England, and act[s] on any advice given.

**Procedures for children with allergies**

* + - * When children start at the setting, we ask their parents if their child suffers from any known allergies. This is recorded on the Registration Form.
			* If a child has an allergy, we complete a care plan form to detail the following:
	+ The allergen (i.e. the substance, material or living creature the child is allergic to such as nuts, eggs, bee stings, cats etc).
	+ The nature of the allergic reactions (e.g. anaphylactic shock reaction, including rash, reddening of skin, swelling, breathing problems etc).
	+ What to do in case of allergic reactions, any medication used and how it is to be used (e.g. EpiPen).
	+ Control measures - such as how the child can be prevented from contact with the allergen.
		- * This care plan is kept in the child’s personal file and a detail of allergies are displayed in the kitchen.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Intimate and personal care, including nappy changing**

**Policy**

No child is excluded from participating in our setting who may, for any reason, not yet be toilet trained and who may still be wearing nappies or equivalent. We work with parents towards toilet training unless there are medical or other developmental reasons why this may not be appropriate at the time.

Changing times and toileting assistance happens in a calm and relaxed manner. Children have access to toilets that have doors for privacy but that cannot be locked for safety reasons. Toilets and changing areas are visible to all staff

**Procedures**

* Changing times and toileting assistance happens in a calm and relaxed manner.
* Children have access to toilets that have doors for privacy but that cannot be locked for safety reasons.
* Toilets and changing areas are visible to all staff
* Wherever possible we ensure that nappy changing is relaxed and a time to promote independence in young children, where they will be spoken to, and asked to help in the process where possible.
* We provide nappy changing facilities and staff wear aprons and gloves when changing nappies / pull-ups.
* We encourage children to wash their hands after a nappy change and using the toilet.
* Occasionally a child may wet or soil their underwear and clothing. Children are never ‘told off’ if this happens, they will be helped to change by a member of staff in a positive and supportive manner. Children are encouraged to be as independent as possible in the process and adult guidance, assistance and supervision is always given. Underwear that has been wet or lightly soiled, are placed in a nappy bag and sent home. Parents/Carers are always informed of a change of clothing upon collection of their child.
* Nappy changes and changes in clothing for any reason are recorded.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **1.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Missing Child**

**Policy**

Children’s safety is our highest priority, both on and off the premises. Every attempt is made to ensure the security of children is maintained at all times.

***In the event of not arriving at setting***

**Procedure**

* Parents are expected to inform the setting of their child’s absence from nursery and the reasons as soon as possible on the morning of their normal attendance.
* Parents are expected to inform the setting of a pre-planned absence, e.g.; DR/Hospital/Dental appointment or Holiday so this can be recorded on our registers.
* Parents are also expected to inform the setting of any intention to remove their child from our setting permanently and the reasons for it.
* **If the above actions do not happen, the following procedure applies.**
* On the first session of absence, if a child has not arrived in setting after 30 minutes of that sessions start time, the Manager/Admin or Deputy will call the Parents for clarification. This information will be recorded, and the child marked A (absent) on the daily register.
* If we are unable to contact Parents by phone, we will email them. We will also call the Parents mobile phone asking them to contact us.
* While awaiting a reply, we will look at past registers to see if a pattern of absence is evident. If so, we will discuss this with Parents, on the child’s return to setting to see if there are specific barriers or issues that we may be able to help with.
* We will also contact the school of any siblings to see if they too are absent. (if we have this information)

**In the unlikely event of a child going missing in our care, the following procedure is followed.**

***Child going missing on the premises***

* As soon as it is noticed that a child is missing, a member of staff alerts our setting manager.
* Our manager / deputy manager will carry out a thorough search of the building and garden.
* If the child is not found, our manager / deputy manager calls the police immediately and reports the child as missing. If it is suspected that the child may have been abducted, the police are informed of this.
* The parent(s) are then called and informed.
* Our manager/ deputy manager talks to our staff and the children to find out when and where the child was last seen and records this.
* A senior staff member will search the school grounds, as far the road and local houses.
* Our manager/ deputy manager contacts our Chairperson and reports the incident.
* Following the event of a missing child a full investigation will take place.
* Ofsted are informed as soon as practically possible but within 14 days

***Child going missing on an outing***

This describes what to do when our staff have taken a small group on an outing, leaving our manager and/or other staff back in our setting premises. If our manager has accompanied children on the outing, the procedures are adjusted accordingly.

* As soon as it is noticed that a child is missing, the manager / deputy manager is informed.
* One staff member searches the immediate vicinity, up to main roads and local houses.
* Our manager / deputy manager contacts the police and reports that child as missing.
* Our manager is contacted immediately (if not on the outing) and the incident is recorded.
* Our manager / deputy manager contacts the parent(s).
* According to the advice of the police, a senior member of staff, or our manager where applicable, should remain at the site where the child went missing and wait for the police to arrive.
* Our manager contacts our chairperson and reports the incident.
* Ofsted are be informed as soon as practically possible but within 14 days
* Following the event of a missing child a full investigation will take place.
* Our staff must not discuss any missing child incident with the press.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Special Educational Needs.**

**Policy**

We provide an environment in which all children with special educational needs (SEN) are supported to reach their full potential.

* We have regard for the Special Educational Needs and Disability Code of Practice (2014). A copy of this is in the office.
* We ensure our provision is inclusive to all children with special educational needs.
* We support parents and children with special educational needs.
* We identify the specific needs of children with special educational needs at the earliest opportunity and meet those needs through a range of SEN strategies.
* We work in partnership with parents and other agencies in meeting individual children's needs.
* We monitor and review our policy, practice and provision and, if necessary, make adjustments.

**Procedures**

* We designate a member of staff to be the Special Educational Needs and Disabilities Co-ordinator (SENCO) and give their name to parents. **Our SENCO is: LAURA JEIVE**
* Through observations and assessments by Key Persons, children who may not be developing as expected are flagged up to the setting SENCO.
* The SENCO and Key Person will discuss their concerns with the child’s Parents and ask if they have any concerns.
* The Parents, SENCO and Key Person will discuss and agree on the next step and what action need to take place next. This could be continued observation, a Targeted Plan, Referral to Speech and Language services, and referral to LIFT for Specialist intervention.
* The SENCO works closely with other colleagues and has responsibility for the day-to-day operation of our Supporting Children with Special Educational Needs Policy and for co-ordinating provision for children with SEN.
* We ensure that the provision for children with special educational needs is the responsibility of all members of the setting.
* We ensure that our inclusive admissions practice ensures equality of access and opportunity.
* We use the graduated approach system for identifying, assessing and responding to children's special educational needs.
* We work closely with the parents of children with special educational needs to create and maintain a positive partnership.
* We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
* We provide parents with information on sources of independent advice and support.
* We liaise with other professionals involved with children with special educational needs and their families, including in connection with transfer arrangements to other settings and schools.
* We provide a broad, balanced and differentiated curriculum for all children with special educational needs.
* We use a system of planning, implementing, monitoring, evaluating and reviewing action plans for children with special educational needs.
* We ensure that children with special educational needs are appropriately involved in the graduated approach, considering their levels of ability.
* We have systems in place for supporting children based on a continuous cycle of ‘assess, plan, do and review’, which is applied in increasing detail and frequency to ensure that children progress.
* We have systems in place for working with other agencies through Targeted Plan, Personalised Plan, EHC plan, etc.
* Where possible and where budgets allow, we provide resources to implement strategies and plans for supporting children SEN.

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| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

# Uncollected Children

**Policy**

Parents are expected to collect their child on time at the end of their session.

## If a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

## We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## **Procedures**

* Parents/Carers are asked to provide the following specific information when they register their child.
* Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
* Work telephone number (if applicable).
* Mobile telephone number (if applicable).
* Names, and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
* Names of those with parental responsibility for the child.
* A unique password. This is used to identify any other persons who may collect the child if none of the named people can get to the setting.
* On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, by use of a password system.
* Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. Our contact telephone number is 01227 366311.

If a child is not collected at their expected collection time, the follow the procedures apply:

* The collection book is checked for any information about changes to the normal collection routines.
* If no information is available, parents/carers are contacted at home or at work.
* If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - are contacted.
* If the child has siblings in Reculver School, we will contact them to see if they have been collected.
* All reasonable attempts are made to contact the parents or nominated carers.
* The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
* If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we contact the Area Safeguarding Advisor: Telephone number - **03000 418503**
* Or Integrated Front Door: Telephone number – **03000 411111** (outside office hours **03000 419191**)
* The child stays at the setting in the care of two of our fully vetted staff, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker.
* Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
* A full written report of the incident is recorded in the child’s file.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
* Ofsted will be informed as soon as practically possible but within 14 days. **0300 123 1231**

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| **On** | **21.11.2022** |  |
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1. **Use of Images/Videos of Children by the Setting**

This policy seeks to ensure that images and videos taken within and by Beltinge Day Nursery are taken and held legally and the required thought is given to safeguarding all members of the community.

This policy applies to all staff including the Chair and Management Committee, teachers, support staff, external contractors, visitors, volunteers and other individuals who work for or provide services on behalf of the school (collectively referred to as ‘staff ‘in this policy) as well as children and parents/carers.

This policy must be read in conjunction with other setting policies including (but not limited to) safeguarding and child protection

This policy applies to all images (including still and video content) taken by the setting.

All images taken by the setting will be used in a manner respectful of the seven-point framework as described in the Data Protection Act 2018. This means that images will be:

* fairly and lawfully processed
* processed for limited, specifically stated purposes only
* used in a way that is adequate, relevant and not excessive
* accurate and up to date
* kept on file for no longer than is necessary
* processed in line with an individual’s legal rights
* kept securely
* adequately protected if transferred to other countries

The DSL, Chair and Management team is responsible for ensuring the acceptable, safe use and storage of all camera technology and images within the setting. This includes the management, implementation, monitoring and review of the Settings Image Use Policy.

All tablets and camera must be accounted for and locked away when the setting is closed.

**Parental Consent**

Written permission from parents or carers will always be obtained before images/videos of children are taken, used or published by the setting.

Written parental consent will always be sought to take and use photographs offsite for professional, marketing and training purposes. This may be in addition to parental permission sought for onsite images.

Written consent from parents will be kept by the setting where children’s images are used for publicity purposes (such as brochures or publications), until the image is no longer in use.

Parental permission will be sought on an agreed basis ***(on admission, annually, specific events or productions).***

A record of all consent details will be kept securely on file. Should permission be withdrawn by parents/carers at any time, then all relevant images will be removed and disposed of and the record will be updated accordingly.

**Safety of Images and Videos**

All images taken and processed by or on behalf of the setting will take place using setting provided equipment and devices ONLY, no personal equipment should be used as this is a disciplinary offence.

Staff will receive information regarding the safe and appropriate use of images as part of their safeguarding training and responsibilities.

 All members of staff (including volunteers) will ensure that all images are available for scrutiny and will be able to justify any images in their possession.

Images will not be kept for longer than is to be considered necessary. A designated member of staff (DSLs) will ensure that all photographs are permanently wiped from memory cards, computer hard and portable drives or other relevant devices once the images will no longer be of use.

All images will always remain on site. Staff ARE NOT permitted to remove images or image recording devices from the setting. **Breaches of this WILL result in disciplinary action**.

The DSLs reserve the right to view any images taken and/or to withdraw or modify a member of staffs’ authorisation to take or make images at any time.

Only official setting owned equipment (e.g. work provided digital or video cameras) will be used by staff to capture images of children for official purposes. **Use of personal cameras by staff is always prohibited.**

The setting will ensure that images always are held in accordance with the Data Protection Act 2018 and suitable child protection requirements (if necessary) are in place.

Photographs will be disposed of should they no longer be required. They will be returned to the parent or carer, deleted and wiped or shredded as appropriate. Copies will not to be taken of any images without relevant authority and consent from the Data Controller and/or DSL and the parent/carer.

**Publication and sharing of images and videos**

Images or videos that include children will be selected carefully for use e.g. only using images of children who are suitably dressed.

Images or videos that include children will not provide material which could be reused.

Children’s’ full names will not be used on the website or other publication (e.g. newsletters, social media channels) in association with photographs or videos.

The setting will not include any personal addresses, emails, telephone numbers, fax numbers on video, on the website, in a prospectus or in other printed publications.

**Usage of systems to share images with parents**

The setting uses Tapestry Online Learning Journals (referred to as Tapestry) to upload and share images of children with parents.

The use of the system has been appropriately risk assessed and the setting has taken steps to ensure all data stored is held in accordance with the Data Protection Act 2018).

Images uploaded to Tapestry will only be taken on setting devices.

All users of Tapestry are advised on safety measures to protect all members of the community e.g. using strong passwords, logging out of systems after use etc.

Parents/carers will be informed of the settings expectations regarding safe and appropriate use (e.g. not sharing passwords or copying and sharing images) prior to being given access. Failure to comply with this may result in access being removed.

**Please also refer to the settings Acceptable Use Policy (AUP), kept in the safeguarding potfolio.**

**Safe Practice when taking images and videos**

Careful consideration is given before involving very young or vulnerable children when taking photos or recordings, who may be unable to question why or how activities are taking place.

The setting will discuss the use of images with children and young people in an age appropriate way.

A child or young person’s right not to be photographed is to be respected. Images will not be taken of any child or young person against their wishes.

Photography is not permitted in sensitive areas such as toilets.

***Use of Images/Videos of Children by Parents/Carers/Others***

Parents/carers are **not** permitted to take photographs or video footage of events. There will be opportunities at the end of group events for Parents/Carers to take photographs of their own child(ren).

Parents/carers who are using photographic equipment must be mindful of others (including health and safety concerns) when making and taking images.

The opportunity for parents/carers to take photographs and make videos can be reserved by the setting on health and safety grounds, and on each event.

Parents/carers are only permitted to take or make recording within designated areas of the setting, and only of their child. Photography is not permitted in sensitive areas such as changing areas and toilets.

**The right to withdraw consent will be maintained and any photography or filming on site will be open to scrutiny at any time.**

Parents may contact the setting DSLs to discuss any concerns regarding the use of images.

Photos and videos taken by the school/setting and shared with parents should not be shared elsewhere (e.g. posted on social media site), **to do so may breach intellectual property rights, data protection legislation and importantly may place members of the community at risk of harm**.

***Use of Photos/Videos by Children***

The setting will discuss and agree age appropriate acceptable use rules with children regarding the appropriate use of cameras, such as places children cannot take the camera (e.g. unsupervised areas, toilets etc.).

All staff will be made aware of the acceptable use rules regarding children’s use of cameras and will ensure that children are appropriately supervised when taking images for official or curriculum use.

Members of staff will role model positive behaviour to the children by encouraging them to ask permission before they take any photos.

Photos taken by children for official use will only be taken with parental consent and will be processed in accordance with the Data Protection Act 2018.

Parents/carers will be made aware that children will be taking photos/videos of other children and will be informed how these images will be managed by the setting e.g. will be for internal use by the setting only (not shared online or via any website or social media tool).

Photos taken by children for official use will be carefully controlled by the setting and will be checked carefully before sharing online or via digital screens.

Still and video cameras provided for use by children and the images themselves will not be removed from the setting.

***Use of Images of Children by the Media***

Where a press photographer is to be invited to celebrate an event, every effort will be made to ensure that the newspaper’s (or other relevant media) requirements can be met.

A written agreement will be sought between parents and carers and the press which will request that a pre-agreed and accepted amount of personal information (e.g. first names only) will be published along with images and videos.

The identity of any press representative will be verified, and access will only be permitted where the event is planned, and where press are to be specifically invited to attend. No authorisation will be given to unscheduled visits by the press under any circumstances.

Every effort will be made to ensure the press abide by any specific guidelines should they be requested. No responsibility or liability however can be claimed for situations beyond reasonable control, and where the setting is to be considered to have acted in good faith.

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

1. **Use of mobile phones and Image capturing / recording devices.**

**Policy**

The use of Mobile phones on the Nursery premises is strictly forbidden

**Personal mobile phones**

* Personal mobile phones belonging to our staff and volunteers are not used on the premises on the nursery floor during working hours.
* Parents/Carers and visitors are required to turn off and put away mobile phones while on nursery premises or within school grounds.
* At the beginning of each individual’s shift, personal mobile phones are to be stored in staff lockers, or in the manager’s office.
* In the event of an emergency, personal mobile phones may be used in privacy, where there are no children present, with permission from the manager. In the staff room or office.
* Our staff and volunteers ensure that the setting’s telephone number is known to immediate family and other people who need to contact them in an emergency.
* We also have a nursery mobile phone for Parents to contact if they cannot get through on the land line, or in the event of emergency, or loss of land line service.
* The nursery mobile phone will be taken on outings for the purpose of contacting the setting, Parents/Carers or emergency services. Staff must not use their own mobile phones
* Our staff and volunteers will not use their personal mobile phones for taking photographs of children.
* Parents and visitors are requested not to use their mobile phones whilst on the premises. We make an exception if a visitor’s company or organisation operates a lone working policy that requires contact with their office periodically throughout the day. Visitors will be advised of a quiet space where they can use their mobile phone, where there are no children present.
* This policy also applies to wearable ‘tech’. (Please see the staff code of conduct for further information.)

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| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

**20: Curriculum and Learning policy**

At Beltinge Day Nursery we believe that every child deserves the best, with a curriculum that is exciting and inspires the children to learn in a safe and nurturing environment with ambitious and caring staff.

We already know that the children who come to our nursery arrive with a unique set of skills and experiences and it is our job to build on these and give each child the skills they need for their next stage of learning, when they leave us and go to school.

We aim to deliver this by spending as much time as possible with the children, making every minute a possible learning opportunity, by reducing paperwork and giving staff more time to spend with the children.

**Routines and Practices**

Routines are in place in each room that are built around, not only the age of the children, but the individual children who are in the room at the time.

Routine plays an important part in the curriculum as it offers the children different opportunities. Snack time, for example, offers many opportunities for social interactions between children and their peers as well as with staff. It offers the opportunity to use communication skills to talk about the food on offer, whether it is healthy, where is comes from and their likes and dislikes. This also offers opportunities for self-service.

At meal times and snack times, the children sit to the table. This is for their own safety as well as having the benefits mentioned above. As the children get older their meal time will naturally extend as they will begin to enjoy the social interactions that meal times offer. The skill of being able to sit for longer periods of time will help the children in their readiness for school.

Small group times such as key person times and larger group activities will give the children different opportunities to have an input into the group. We will allow all children time to have their voice heard and to develop the ability to accept that we do not all have the same opinion all the time. To let them understand that it is acceptable to think differently and respect each other’s views, thoughts, and feelings.

Sensitive grouping of children at small group times allows the staff to have children at a similar stage together giving all children a chance to flourish and grow.

We know that not all children learn in the same way and that there is evidence that there is a difference in the way that boys and girls learn. It is important therefore that we allow different styles of learning with opportunities to learn both inside and outside.

It is also important to have skilled staff who know when to sit back and observe the children and when to step in and help children in their journey of discovery in their play and learning. Giving the child the time to answer, time to make predictions and test ideas without being told the answer.

We believe in a balance of adult and child lead experiences that will offer the children a chance to experience new and exciting things, as well as exploring current interests, schemes and general play. By giving the children time to build on, and embed skills they already have, this will help them adapt to new experiences in the future.

Communication is a key feature of our curriculum, with enthusiasm on the importance of stories, songs and rhymes. The older children will have these built into their routines with stories, songs, and word of the fortnight.

**Planning**

Planning in the moment is a big part of our everyday practice building upon what the children are doing in the here and now, so that opportunities are not lost.

**\*** For example, two children playing pirates could be supported by:

* Making treasure maps giving opportunities for mark making and fine motor skills.
* Looking at maps and understanding the world around us.
* Making treasure, hiding it, marking it on our maps, and using problem solving skills to find it.
* Learning new words associated with pirate role play such as “compass”, what it is and what it does.

In the baby section this could be a child observed posting books though the book case, which could be supported by:

A selection of posting toys available.

* Gutters and balls set up for the children.
* Shape sorters.

Younger children’s routines will be based around care routines with lots of opportunities for communication though songs, rhymes, games and everyday interactions with staff.

Some of the key things we would like for our children to be able to do by the time they leave nursery and move onto school are:

* To be confident, competent learners.
* Be confident communicators who can Initiate conversations with peers as well as be part of a conversation.
* To ask and answer questions.
* Have a good vocabulary of words, including mathematical words and describing words.
* To be able to use previous knowledge they have gained and apply it to new situations to make predictions and test ideas.
* To be able to identify others feelings and how their actions impact on others.
* To have some basic phonics knowledge.
* To be able to share and take turns in groups.
* To play co-operatively and resolve differences.
* To be able to understand and accept that we all have differences and that is ok.
* To have a good foundation of mathematical concepts and numbers, and apply these to everyday experiences.
* To be resilient. To persist when challenges occur and not just give up.

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| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

21: Vision Statement

At Beltinge Day Nursery we believe that every child deserves the best, with a curriculum that is exciting and inspires the children to learn in a safe and nurturing environment with ambitious and caring staff.

We already know that the children who come to our nursery arrive with a unique set of skills and experiences, and it is our job to build on these and give each child the skills they need for their next stage of learning, when they leave us and go to school.

We hope to achieve this by working in partnership with parents and carers, which starts with the relationship between the Key person, the child and the parents/carers on their very first visit to the setting. We believe that every child is unique and with this in mind the Key person will plan challenging activities that extend and promote children’s learning from their starting points and their interests which are initially provided by the parents. We respect the views of the children by recording these in observations of what the children say which are added to the child’s Learning Journal and are then used to inform planning and in changing around our environment.

We are committed to providing quality childcare and experiences in line with the EYFS principles and believe in delivering this using the three characteristics of learning:

* Play and exploration
* Active learning
* Creative and critically thinking

We believe that we never stand still and there are always new challenges, with this in mind we not only provide each staff member with training and development in the form of supervision and appraisals we also all work together in a setting improvement plan. This also includes moving with the times, changing guidelines and new families entering the setting.

We value not only the opinion of the uses of our setting but those of the local Early Years advisory team, other agencies, and Ofsted.

References:

Key person policy

Ofsted

EYFS

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| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |

**Staff Code of Conduct**

**Nursery Employees / Volunteers and Students**

* All paid Employees (Staff) of Beltinge Day Nursery have a Job description outlining key points and expectations of their role which they are expected to adhere to.
* Staff have a Contract of Employment which is signed by the Manager on behalf of the Committee and themselves. These contracts are renewed at the start of each academic year (in September). In process at present,
* All staff are issued with a copy of the settings Policies and Procedures document.
* All staff are issued with this Code of Conduct which further outlines expectations and duties. (a copy of this is included in the settings Policies and Procedures document)
* Absences are recorded in the setting diary and on wages timesheets. See the **Attendance, Timekeeping and Appointments** section for further details.
* Volunteers and Students are given a contract outlining key points and is signed by both themselves and the Manager. They are also issued with a Code of Conduct.

**1. PURPOSE**

All actions concerning children and young people must uphold the best interests of the young person as a primary consideration. Staff must always be mindful of the fact that they hold a position of trust, and that their behaviour towards the children and young people in their charge must be above reproach. This Code of Conduct is not intended to detract from the enhancing experiences children gain from positive relationships with staff. More importantly, it is intended to assist staff by offering guidance on prudent conduct. Consequently, the purpose of this code of conduct for **Beltinge Day Nursery** staff is:

* To identify boundaries and responsibilities
* To agree communication and accountability.
* To explain what is expected of you as an employee.
* To ensure staff demonstrate high standards of conduct in order to encourage our children to do the same.
* To ensure that staff avoid putting themselves at risk of allegations of abusive or unprofessional conduct.
* To help staff understand what behaviour is and is not acceptable.

The Code of Conduct should also be read in conjunction with your job description, your contract of employment, grievance procedures, and disciplinary procedures, complaint procedures and all policies and procedures relevant to the Nursery.

**2. POLICIES AND PROCEDURES**

The Nursery has a range of policies and procedures which apply to all staff. These are available from

the office. All staff will be given a copy of these on induction and must read the policies and comply with their terms. The failure of any staff member to do so will result in disciplinary action being taken against them.

Digital updates will be sent via email to all staff.

**3. ATTENDANCE, TIMEKEEPING AND APPOINTMENTS**

* Staff are required to comply with the rules relating to notification of absence by calling the manager in charge on the day before the staff of their shift and at the start of the nursery day.
* Staff are required to arrive at work promptly and be ready to start work at their contracted starting times. Staff are required to remain at work until their contracted finishing times. On odd occasions may be required to stay if ratios are not met.
* The Nursery provides a time sheet for recording staff attendance at the Nursery. These time sheets are used to calculate salary, monitor absences and overtime. It is important this is filled in correctly otherwise there may be implications for your pay.
* Staff must obtain management authorisation if for any reason they wish to arrive later or leave earlier than their agreed normal start and finish times.
* **If staff are going to be late or absent, for any reason, they must call and speak to the manager before 7.30 am or call the nursery on 01227 366311 after 7.30am. DO NOT TEXT OR**
* **PRIVATE MESSAGE.**
* Persistent poor timekeeping or absence will result in disciplinary action.
* Staff absences are recorded and continued absence will be investigated and could result in disciplinary action.

**When should employees attend appointments?**

We appreciate that it is sometimes difficult to make appointments such as with Doctors or Dentists at a time that is convenient for both the employee and the Nursery. The Nursery Committee requires you to make appointments in your own time, however, in cases where this is not possible, appointments should be scheduled at the beginning or end of a shift and agreed with your manager.

**4. PROFESSIONAL DEVELOPMENT**

It is expected that a childcare practitioner will continually update their knowledge and skills through a life-long learning approach.

* At all times, a childcare practitioner should not undertake an activity which is outside their area of practice and knowledge
* The Nursery always acknowledges the strengths and limitations of a childcare practitioner’s expertise and will ensure there is regular appraisal and assessment.
* There is mandatory training that all staff should undertake. (including but not limited to First Aid, Safeguarding/Child Protection, FGM and Prevent Duty) Staff need to identify what is expected and ensure they attend these sessions. This will be discussed during your induction and as a continuous process while you are employed by the Nursery.

The Nursery is fully committed to your development and we will advise on other training courses that might be relevant. **Training is also provided at staff meetings and other in-house sessions, which you will be expected to attend.**

**5. ALCOHOL, DRUG ABUSE, SMOKING AND E-CIGARETTES**

* The consumption of alcohol on the premises is strictly forbidden unless it is part of an agreed event authorised by management. Any employee who is found consuming alcohol on the premises or is found to be intoxicated at work will face disciplinary action under the disciplinary procedure. Please be aware that even if you are not found to be intoxicated, coming into work suffering from the immediate after effects of alcohol may also impair your ability to perform your role to the required standards. **A breach of this procedure is considered an act of gross misconduct.**
* The possession, use or distribution of drugs for non-medical purposes on the premises is strictly forbidden. **Any member of staff who is found to be intoxicated at work will face disciplinary action under the disciplinary procedure. A breach of this procedure is considered an act of gross misconduct.**
* Smoking is forbidden on the premises. **Any member of staff who is found smoking on the premises where not permissible will face disciplinary action under the disciplinary procedure**. This includes E-cigarettes or Vapes.
* Members of staff who wish to smoke before their shift commences or at break times, must ensure that they are not identifiable by their uniforms and are off school site, away from the school and Nursery buildings. Staff have a duty to ensure they do not smell of smoke at any time during working hours. Cigarettes, matches and lighters must be kept securely away from the children in staff lockers.
* **Electronic Cigarettes** - Although they are generally thought to be less harmful than smoking real cigarettes, electronic cigarettes still contain the addictive chemical nicotine as well as other toxic substances. Consequently, for the purposes of this code of conduct, the smoking of substitute cigarettes is deemed to be the same as smoking the real thing. Therefore, please observe our no smoking rules.

**6. MEDICATION**

* Staff must not be under the influence of any medication which may affect their ability to care for children. If a member of staff is prescribed medication by their doctor that may affect their ability to perform work, then this should be discussed with the Nursery Manager.
* Medication must be labelled with the staff name and be kept in the staff medication box provided and not left in bags or coats.

**7. HEALTH, SAFETY AND HYGIENE**

The Nursery will act positively to minimise the incidence of all workplace risks as required by the Health and Safety at Work Act 1974 and other associated legislation. Through continuous improvement of standards, and comprehensive use of risk assessments we aim to systematically remove the causes of accidents/incidents and ill health.

All activities should be carried out with the highest regard for the health and safety of all staff, children and visitors. Staff have a responsibility to carry out tasks in accordance with training received and to wear protective clothing provided where appropriate.

Staff should be a role model to the children in terms of their own health and hygiene. Leading by example is the best way to teach good behaviours to children for example:

* Have clean, neat and tidy appearance
* Encourage children’s awareness of physical development (exercise, diet, rest, challenges and risks)
* Show the importance of hydration (drink plenty of water).
* Show how keeping fit is important to development of mind and body.
* Show how to take risks safely

**SAFEGUARDING STATEMENT**

“We are committed to safeguarding and promoting the welfare of children and young people and expect all staff, contractors and volunteers to share this commitment”.

Please refer to the setting safeguarding policies and procedures.

The settings Designated Safeguarding Leads (DSL’s) are **Bernadette Pearl and Emma Shaw**.

**22. DECLARATIONS AND CHANGES OF CIRCUMSTANCES**

Employees are expected to declare all convictions, cautions, court orders, reprimands and warnings that effect suitability.

A childcare practitioner has a duty to notify the nursery manager of any changes of circumstance which may affect their suitability to work with children.

A declaration form MUST be completed termly and discussed at supervision meetings

**14. DISCLOSURE AND BARRING SERVICE (DBS)**

All staff have a duty to notify the Nursery of any circumstance which may affect their suitability to work with children. This is also done at termly supervision meetings by completing relevant paperwork. The Nursery Managers are responsible for ensuring all staff, including contractors, bank staff, students and volunteers, are suitable to work with children. Checks are carried out via enhanced Disclosure and Barring Service (DBS) clearance checks as well as other sources, such as employer references, identity checks and qualification checks, amongst others. The nursery will no longer be using the CRB (Criminal Records Bureau) system, which is replaced by DBS. Where possible new staff will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort, candidates may work in the nursery before these checks are completed as long as they are supervised by registered and DBS checked staff at all times.

Staff awaiting these checks will never:

* Be left unsupervised whilst caring for children.
* Take children for toilet visits unless supervised by registered staff.
* Change nappies.
* Be left alone in a room or outside with children.
* Administer medication.
* Administer first aid.
* Take photographs of any children.
* Look at a child’s learning and development log.
* Have access to children’s personal details and records.

**15. WHISTLEBLOWING**

Whilst 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, there may be occasions where this may not be happening.

**It is vital** that all team members talk through any concerns they may have with the manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

* As part of our approach to safeguarding, the setting adopts an open and transparent culture in which all concerns are dealt with promptly and appropriately. All staff and volunteers should feel able to raise concerns about poor or unsafe practice and potential failures in the setting safeguarding regime. The leadership team at Beltinge Day Nursery will take all concerns or allegations received seriously.

If, in the course of your employment, you become aware of information which you reasonably believe tends to show one or more of the following, you **MUST** use the nursery’s disclosure procedures:

* 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 statutory guidance).
* 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, is being, or is likely to be, deliberately concealed.
* That you challenge discriminatory behaviour and report any incidents.

Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to the Chair of Beltinge Day Nursery Committee along with LADO*.*

Staff can also contact the Area Safeguarding Advisor, or LADO for advice, the number for these is displayed around the nursery or on the Kelsi website.

Members of Staff can also access the NSPCC whistleblowing helpline if they do not feel able to raise concerns regarding child protection failures internally. Staff can call: 0800 028 0285 (8:00 AM to 8:00 PM Monday to Friday) or email: help@nspcc.org.uk

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.

**16. VULNERABLE SITUATIONS**

As a key person you must discuss intimate care routines with the child’s parents.

* Employees should always encourage the child to undertake self-care tasks independently, where developmentally appropriate.
* Employees must understand the extent and limitations of their role in applying basic care and hygiene tasks for minor abrasions and understand where an injury might require more experienced intervention.
* Employees need to be vigilant of neglect or abuse caused outside the nursery and to report any signs to the Nursery Manager.
* Employees must not be placed in situations which render them vulnerable. Where this is unavoidable, full and appropriate risk assessments are conducted and agreed for lone working situations.
* Employees must be prepared to report any actions of another individual they deem inappropriate to senior management.
* When a one to one situation is unavoidable, employees must take precautions to reduce the vulnerability of both the child and the adult, for example, informing colleagues of the situation, leaving room doors open.

**17. MOBILE PHONES AND CAMERAS**

* Members of staff must keep personal mobile phones in a secure place (their locker). Personal mobile phones are not permitted in any spaces that are accessed by children.
* It is recognised that in certain situations it may be necessary for staff to have a mobile phone for the use of the setting e.g. on an outing. The use of a mobile phone must not detract from the quality of supervision and care of children.
* Personal mobile phones or similar devices must not be used to take photographs of children.
* Staff have a duty to ensure parents do not use their mobile phones to take photos in the setting.
* Members of staff must only use cameras and other devices provided by the setting to take photographs of children. Failure to comply will result in disciplinary action.

(See Use of Mobile Phones and Image Recording Devices Policy and Image Use Policy)

**18. INFORMATION AND COMMUNICATION TECHNOLOGIES (including internet compatible watches and fitness devices)**

Staff must not use any ICT services for copying, storing, sending or retrieving unacceptable material.

“Unacceptable material” includes any documents, messages, information, graphics or other electronic data that:

* Breach UK legislation
* Contravene the settings Equality Policy
* Contain offensive, pornographic or obscene language or material
* Plan, promote, incite or facilitate any illegal or terrorists’ activities
* Contain defamatory or slanderous language or material
* Denigrate, insult or ridicule another person
* Intimidate, bully or harass another person
* Adversely comment on integrity, personality, honesty, character, intelligence, methods or motives of another person unless it is factual response to a formal reference request.
* Provide or facilitate the use of computer hacking tools or virus toolkits

Staff must not use the Internet, external electronic mail, external telephone, fax or any other form of electronic communication to transmit sensitive, subversive information, including:

* Opinions that do not reflect the policies of the Nursery.
* Information that could damage the Nursery’s reputation and standing in the community

**19. SOCIAL NETWORKING SITES and SOCIAL MEDIA**

This Social Media Policy applies to ALL members of staff, students, committee members and volunteers at Beltinge Day Nursery.

The policy includes (but is not limited to) the following technologies:

* Social networking sites (e.g. Facebook, My Space, Snap Chat, Instagram)
* Blogs
* Discussion Forums
* Collaborative online spaces
* Media sharing services (i.e. You Tube)
* Micro-blogging (i.e. Twitter)

**As part of our duty to safeguard children it is essential to maintain the privacy and security of all our families.**

We therefore require that:

* No photographs taken within the Nursery or at Nursery Special events and outings with the children are to be posted for public viewing. (This excludes those photographs taken by staff for the children’s online journals)
* No public discussions are to be held or comments made on social media sites regarding the Nursery children, staff or committee business (except appropriate use for marketing fund raising events) or that could be construed to have an impact on the Nursery’s reputation or that would offend any member of staff or parent using the Nursery.

**Social Media**

* Staff are advised to manage their personal security settings to ensure that their information is only available to people they choose to share information with.
* Staff must not accept service users, children and parents as ‘friends’ due to it being a breach of expected professional conduct unless they already know them in a personal capacity before the child starts at Beltinge Day Nursery. (This should be declared to the Manager).
* Staff must avoid personal communication, including on social networking sites, with the children and parents with whom they act in a professional capacity.
* If staff name the Nursery in any social media, they must do so in a way that is not detrimental to the setting or its service users.
* Staff will observe confidentiality and refrain from discussing any issues relating to work.
* Staff should not share information that they would not want children, parents or colleagues to view.
* Staff must report any concerns or breaches to the designated person (manager) in the setting.

Any member of staff, student, or volunteer found to be posting remarks or comments that breach confidentiality, bring Beltinge Day Nursery into disrepute or that are deemed to be of a detrimental nature to the setting or other employees, or posting/publishing photographs of the setting, children or staff **will face disciplinary action**. (students will be asked to leave immediately and their school/college informed). Any comments deemed to be inappropriate are to be reported to the Manager, Chair and Management Committee, and any action taken will be at their discretion.

*General guidelines for using social media:*

* Personal security settings should be managed to ensure that information is only available to people you choose to share information with.
* Remember that no information sent over the internet is totally secure and as such if you do not wish the information to be made public, refrain from sending it through social media.
* Maintain professionalism, honesty and respect.
* Apply a “good judgment” test for every social media post you make.

*Note:* Beltinge Day Nursery will use social media to advertise fund raising events throughout the year.

**20. SOCIAL CONTACT**

All staff are expected to uphold professional boundaries. Staff have a duty to approve any planned social contact with children and their families with their manager**. Confidentiality of employment must be adhered to and respected during social contact.**

Staff must:

* Ensure all contact with existing children or their parents is of a professional and nursery related nature.
* Consider the appropriateness of the social contact according to their role and nature of their work.
* Always approve any planned social contact with children or parents with senior colleagues.
* Advise senior management of any social contact they have with a child or parent with who whom they work, which may give rise to concern.
* Understand that some communications may be called into question and need to be justified (parents becoming dependant)
* Staff must not engage in conduct outside work which could seriously damage the reputation and standing of the nursery or the employee’s own reputation or the reputation of other members of the nursery.
* Criminal offences that involve violence or possession or use of illegal drugs or sexual misconduct are unacceptable.
* Be cautious when undertaking work outside nursery, either paid or voluntary, such that it does not conflict with the interests of the nursery, this should be declared and discussed with the manager.

**21. DRESS CODE AND APPEARANCE**

Beltinge Day Nursery is a professional and respected Early Years Setting. It has a dress code that ALL staff must adhere to.

This is a Tunic or T-shirt bearing the name and logo of the setting. Tunics are provided by the Nursery T-shorts are bought by staff, and it is the responsibility of the staff member to keep it clean and in good repair.

Black trousers or ‘smart’ jeans. NO jogging bottoms. Leggings are only permitted for comfort if they are thick and black. NO logos, patterns or decoration. In summer, cropped trousers may be worn but they MUST be at or below knee length.

In extreme temperatures the dress code may be amended at the discretion of the Management Committee. In the colder months staff are permitted to wear a long-sleeved top under their tunic.

Suitable footwear for the role should be worn.

Flip flops are NOT permitted for health and Safety reasons. The Nursery WILL NOT accept liability for any injuries/accidents to staff resulting from their choice of footwear.

**Sunglasses are not allowed.**

Staff should ensure hands and nails are kept clean and long hair (shoulder length or longer) is tied back. Jewellery should be minimal to avoid safety implications. Earrings should be small studs or hoops. Any obviously visible tattoos or piercings should be discussed with the Nursery Managers as to their suitability within your role.

Persistent failure to comply with the setting dress code will result in disciplinary action

**22. ACCOUNTABILITY**

Staff are accountable to the Nursery for undertaking those activities that are associated with the job/role. (Please refer to your job description/specification) A member of staff must inform their immediate manager if they do not feel competent to undertake any activities and must request reasonable/appropriate training.

Staff have a duty to report any behaviour by colleagues that raises concern.

A childcare practitioner has a duty to respect families by: -

* Valuing their cultural diversity, opinions and choices.
* Being non-judgmental.
* Planning contacts/appointments with the parent.
* Seeking clarification and not assuming.
* By listening and responding appropriately.
* By acknowledging her/his own limitations.
* Maintaining appropriate behaviour and activities between the family and her/himself.

Staff have a responsibility to challenge any discriminatory remarks or behaviour against other staff members, visitors, children and their families.

Staff have a duty to notify the Nursery of changes to personal details, change of address, telephone number, and relevant health issues.

**Staff must never use inappropriate or offensive language**.

**23. TEAM AND PARTNERSHIP WORKING**

Staff are required to work co-operatively within teams and respect the skills, expertise and contribution of colleagues. They are expected to treat others fairly and without discrimination. Staff must communicate effectively, both verbally and in writing. As required, they must share their knowledge, skills and expertise with other team members in order to improve practice. Staff must work with other members of the team to promote a care and learning environment that is

conducive to safe and ethical practice. If the care environment deteriorates, the practitioner must report this to their line manager.

**24. CONFIDENTIALITY**

Staff must always guard against breaches of confidentiality by protecting information from improper disclosure and follow all appropriate policies.

Staff must only disclose information outside the immediate team if:

* It can be justified as being in the public interest (usually where disclosure is essential to protect the child or someone else from risk or significant harm).
* This is required to do so by law or by order of the court.
* There is an issue of safeguarding, and s/he must always then act in accordance with national and local procedures.

Most staff are likely at some point to witness actions which need to be confidential. For example, where a child is bullied by another child (or even by a member of staff), this needs to be reported and dealt with in accordance with the appropriate nursery procedure. Until qualified by a Manager, incidents must never be discussed outside the nursery, including with the child’s parent or carer, nor with colleagues in the nursery.

Staff are NOT permitted to make statements or write letters to the press.

Any breach of confidentiality will be regarded as misconduct and subject to disciplinary action. This includes discussions with management/committee which MUST NOT be shared with colleagues or persons outside of setting

**25. GIFTS AND REWARDS**

Staff should not accept significant personal gifts from our customers (parents/carers), suppliers or other agencies with whom the Nursery has contact. All gifts with a perceived value of over £20 must be declared to the Managers.

**26. BABYSITTING and TRANSPORTING OF CHILDREN**

Babysitting while in employment with belting Day Nursery is not permitted and a breach in this will be a disciplinary matter

It is not acceptable for a member of staff to transport a child by car directly to and from the nursery unless it has been approved by the manager.

The member of staff transporting the child does so as a private arrangement and must ensure they have their own insurance.

**The nursery accepts no liability for the child once off the premises.**

**27. OUTSIDE COMMITMENTS**

All employees should consult the Nursery Managers before taking on additional employment.

Additional employment must not conflict with the setting’s interests or impair employee’s ability to carry out their role at this setting.

Please bear in mind if you do have additional employment elsewhere, then you will need to declare which employer is the primary source of your income. This is necessary in order to avoid confusion over tax codes. You are only allowed one employer where your tax code can be used to take advantage of your personal tax-free allowance.

Additional employers will have to adopt a secondary position and tax all your earnings, usually on a BR (Base Rate) coding. Consequently, if we are not your main employer then we will need to tax you at the BR rate.

Failure to declare a primary employer to the HMRC may result the levy of backdated tax and penalties, for which you are responsible, not the Nursery.

**28. PARENTS AND CARERS**

* Staff must maintain a professional relationship with parents and carers at all times.
* Each member of staff must recognise that parents and carers need feedback regarding their children and that this must be given in an open, honest and friendly manner. The relationship with parents and carers must not become overly familiar such that it clouds the impartiality of your judgement and action.
* Whilst there is always the possibility of a member of staff having a close relationship with a parent or carer outside of the Nursery, we must avoid any conflict of interest or undue favouring of a child. Where such a relationship arises the member of staff should immediately inform the Manager to discuss any action to be taken.
* Where a member of staff finds that they have a prior close relationship to a child in the Nursery through such means as a family relationship or close friendship then the Manager must be made aware of this immediately to avoid any conflict of interest or risk of undue favouring of the child.

**29. OFSTED**

Ofsted is the Office for Standards in Education Children’s Services and Skills. It reports directly to Parliament and is independent and impartial. Ofsted inspects and regulates services which care for children and young people, and those providing education and skills for learners of all ages. All nurseries must be registered and approved by Ofsted before they can begin to look after children. Having a well-respected Ofsted rating is important to us, primarily because it is a very important consideration for a parent / carer when choosing a nursery. Currently, Ofsted has 4 inspection ratings (1) outstanding (2) good (3) requires improvement (4) inadequate.

It is expected that all staff members always share the nursery’s belief and aspiration to uphold the highest standards , such that when we are inspected by Ofsted, we can demonstrate outstanding practice. Consequently, staff are expected to understand and contribute towards our self-improvement plan which is reported directly to Ofsted on an annual basis. The plan examines:

* What we are doing now?
* What we are aiming to do?
* How well are we doing by comparison to previous years?
* How well are we doing by comparison to other settings?
* What areas of quality practice need to be maintained?
* What areas of practice need to be improved?
* How do we plan to achieve our aims in the future?

**30. DISCIPLINARY ACTIONS**

**ANY staff member who fails to adhere to the employment rules as set out in this Code of Conduct, or any of the setting Policies and Procedures, as set out in the relevant documents will be subject to disciplinary actions.**

At first these actions may be an informal discussion with the staff member in question.

If the staff member continues to fail adhere to the setting policies/procedures and code of conduct, then further actions will be taken. The actions are as follows:

* The first instance will result in a verbal warning. This warning will be recorded on the staff personnel record and kept for 6 months.
* The second instance or failure to improve practice will result in a first written warning. This is recorded in the staff personnel record for 12 months.
* In the event a staff member fails to improve their practice or continues to fail to adhere to policies/procedures or this code of conduct, a second (and final) written warning will be issued. This too is kept on the personnel file for 12 months.

If a second written warning is given, a meeting with the staff member, the chair person for Beltinge Day Nursery management committee and the Manager will be held. The staff member may also bring along a representative or family member if they wish.

Should the staff member fail to attend the meeting, it will take place in their absence.

This meeting will be recorded, and decisions made by all parties will be agreed. A plan of action detailing these decisions will be written up and the staff member will be given a copy.

Another copy will be kept on their personnel file for 12 months.

This 12-month period will be deemed a probationary period, and, within those 12 months, the following procedure will apply:

* A performance review will be held at an agreed date to ensure the staff member is making the required progress or has improved their practice. The first review will be within 6 weeks of the original meeting date, and subsequent reviews will be arranged to monitor practice.
* **If the staff member has made no significant improvements and/or still does not comply with the setting policies etc, at ANY TIME within that 12-month period, then their contract will be terminated immediately.**

**31. NOTICE PERIODS**

As set out in the Staff Contract of Terms and Conditions, unless in the case of serious misconduct, both parties are required to give 4 weeks’ notice to terminate staff employment. However, this is not the case in terms 5 and 6 where staff are expected to finish out the academic year.

In some circumstances, staff may be allowed to have “Garden leave”. This is where they do not work at the setting for the duration of their notice period. Staff would need to put their application for Garden leave in writing to the Chair and Committee of Belting Day Nursery. During Garden Leave, staff are still employed by the setting and cannot begin employment elsewhere until it has ended.

In some circumstances, Staff will be required to leave before their period of notice ends and, in this case, they may be paid in lieu of notice. This will be discussed as and when the situation arises

**32. GRIEVANCE PROCEDURE**

If a staff member feels they have a complaint to make about another member of staff or their working conditions, they must follow the settings grievance procedure, as follows:

* In the first instance the staff member should speak to their manager informally.
* If the matter cannot be resolved informally, then the staff member may wish to put in a written complaint, and they must do so within one week (5 working days) of the informal discussion.
* A meeting must be arranged with the staff member and representative if they wish, within one week of the written complaint. The Manager will hold the meeting at a mutually agreed time. The discussion and agreed actions where necessary, will be recorded and the staff member will be given a copy. If an investigation into the complaint must be held, the meeting will be adjourned until the investigation is complete.
* Once the investigation has been carried out, a second meeting must be arranged within one week to inform the staff member of the outcome and final decision.
* If the staff member is unsatisfied with the outcome of the investigation, the Manager must give the employee the opportunity to appeal the decision and outcome. They must do so in writing within one week of the meeting.
* An appeal meeting must be arranged within one week of the written appeal and heard by the Chairperson of the Management Committee.
* The outcome of this appeal should be communicated to the employee as soon as possible, both in person and in writing.

**33. SUMMARY**

* It is important that staff understand the Nursery’s policies, procedures and protocols.
* To enable staff to practice you must be appropriately trained and work in partnership with others
* Staff must maintain client confidentially, and act accordingly with communications
* Staff have a duty of care to all parties associated with the Nursery.
* **Failure to comply with any aspect of this code of conduct will lead to disciplinary action.**
* The Nursery will act with integrity, sensitivity and in a manner that will be deemed as reasonable in all its dealings with staff.

**The Code of Conduct is deemed to have been accepted as soon as a member of staff commences employment.**

We thank you for your co-operation and welcome any feedback from staff that will help us improve this code of conduct.

|  |  |  |
| --- | --- | --- |
| **This policy was adopted / continued by** | **Beltinge Day Nursery** |  |
| **On** | **21.11.2022** |  |
| **Date to be reviewed** | **Dec 2023** |  |