



# **Christ Church Playgroup Policies and Procedures**

This Policy Document has been formulated in line with “Keeping Children Safe in Education, September 2016.”

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## **Who is who?**

Play Leader – Vicki West

Deputy Play Leader – Charlotte Greenaway

Chair – Laura Neale

Designated Safeguarding Officer – Charlotte Greenaway

Deputy Designated Safeguarding Officer – Vicki West

Committee Safeguarding Representative – Sarah Harrison

SENDCO – Charlotte Greenaway

Behaviour Manager – Charlotte Greenaway

Health and Safety Officer – Vicki West and Charlotte Greenaway

Fire Officer – Vicki West and Charlotte Greenaway

Data Protection Lead – Vicki West

## Aims of the Playgroup

Within the group all children are supported in developing their potential at their own pace. We recognise that every child is unique.

We Aim:

- To provide a challenging and enjoyable experience for each child in all areas of learning and development.
- To help children develop social skills such as taking turns, sharing, playing together, respect of other people and property, a sense of right and wrong, learning to be strong and independent through positive relationships.
- To ease the transition of young child from home to school, developing their listening skills and encouraging verbal communication with adults and children outside the home.
- To provide a safe, secure and stimulating environment in which children are happy.
- To provide equal opportunities for all children and families.
- To encourage children to develop number and letter skills/recognition through play activities.
- To enjoy books and stories, songs and rhymes. To learn and recognise their names and begin to write letters.
- To aid children in the development of both small and large motor skills.
- To encourage children to have a lively and enquiring mind in experiencing both natural and man-made materials in the world outside the home.

## **Safe Care and Policy Statement**

Playgroup is a safeguarding community and is a partnership between children and their families/carers, volunteers and paid staff. We plan to provide an environment that ensures children are safe from potential abuse and harm, including bullying.

Ensuring that all children feel safe, secure and valued is of prime importance to us at Christ Church Playgroup.

We believe that all of the children should feel empowered and respected in their place of learning and we aim to encourage them to take pride in acquiring new skills and becoming independent. As practitioners, we will show the children affection and will respond to their emotional needs in an appropriate fashion. Children will never be expected to show affection if they don't want to and their affection will never be rejected but received in an appropriate manner.

The child's welfare is paramount as we work together to give children the very best start in life. In all aspects of our provision our duty of care is to the children. When we have a concern, all actions need to be determined with the child's best interests in mind, respecting their rights and reinforcing the adults' responsibilities to them. We adhere to the national policy of multi-agency collaboration and if necessary will seek advice or clarification with our colleagues in Health, Safeguarding, Education or specialist areas to meet the needs of each individual child and their families. Parents will be notified of any such discussions unless the child is at risk of immediate harm in doing so.

## Children's rights and entitlements

We promote children's right to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self-image, which includes their heritage arising from their colour and ethnicity, their languages spoken at home, their religious beliefs, cultural traditions and home background.

We promote children's right to be strong, resilient and listened to by encouraging children to develop a sense of autonomy and independence. We promote children's right to be strong, resilient and listened to by enabling children to have the self-confidence and the vocabulary to resist inappropriate approaches.

We help children to establish and sustain satisfying relationships within their families, with peers, and with other adults. We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children.

What does it mean to promote children's rights and entitlements to be 'strong, resilient and listened to'?

*To be strong means to be:*

- secure in their foremost attachment relationships, where they are loved and cared for by at least one person who is able to offer consistent, positive and unconditional regard and who can be relied on;
- safe and valued as individuals in their families and in relationships beyond the family, such as day care or school; self-assured and form a positive sense of themselves – including all aspects of their identity and heritage;
- included equally and belong in early years' settings and in community life;
- confident in abilities and proud of their achievements;
- progressing optimally in all aspects of their development and learning;
- part of a peer group in which to learn to negotiate, develop social skills and identity as global citizens, respecting the rights of others in a diverse world; and
- able to represent themselves and participate in aspects of service delivery that affects them, as well as aspects of key decisions that affect their lives.

*To be resilient means to:*

- be sure of their self-worth and dignity;
- be able to be assertive and state their needs effectively;
- be able to overcome difficulties and problems;
- be positive in their outlook on life;
- be able to cope with challenge and change;
- have a sense of justice towards themselves and others;
- develop a sense of responsibility towards themselves and others; and
- be able to represent themselves and others in key decision making processes.

*To be listened to means:*

- adults who are close to children recognise their need and right to express and communicate their thoughts, feelings and ideas;
- adults who are close to children are able to tune in to their verbal, sign and body language in order to understand and interpret what is being expressed and communicated;
- adults who are close to children are able to respond appropriately and, when required, act upon their understanding of what children express and communicate; and
- adults respect children's rights and facilitate children's participation and representation in imaginative and child centred ways in all aspects of core services.

## **Admissions and Waiting List**

Spaces at playgroup are allocated in a fair and reasonable manner. Our morning sessions are available to children from 2 years 9 months, our afternoon session is available for children aged from 2 years, and our all-day session are available for children from 2 years 9 months.

If we are unable to offer a place, then we put the child on our waiting list. Priority is given to children depending on how long they have been on the waiting list.

A space will be reserved for a child for up to a maximum of one (3 month) term. The only exception to this will be for September intake, where a space can be reserved for a child in advance.

In the event that there is a high request for spaces for September, children currently attending and continuing into the next academic year will be offered first choice on sessions for the upcoming September.

The notice period required if a child is to leave playgroup is 3 weeks. It is up to the parent if their child attends playgroup for the notice period, but payment will be sought, either by funding or invoice.

## **Payment Policy**

Playgroup is open term time only and is closed on bank holidays.

Fees of £11 per AM session, £11 per PM session, or £24 per all day session, are payable at the beginning of each half term. Children who are eligible for Nursery Grant Funding (from the term after their third birthday) and AY2O funding will need to complete the appropriate forms.

Please note that full fees are still payable if a child is absent from playgroup.

### **Late Fees**

In the event that a child is picked up late, a late fee will be charged of £3 per each ten minutes or part of and should be paid within 48 hours of the event. This is to cover staff costs.

## Debt Recovery Policy

Our collection and debt recovery policy ensures that collection methods are fair to everyone, taking into consideration those on low incomes.

It is recognised that people do not pay their debts for a variety of reasons. Some people, will have difficulty in paying. Playgroup will endeavour to help such people and minimise the impact of debt on them. We encourage all parents to discuss any difficulties in paying with us and arrangements can be considered in regards to a payment plan. This could be, but not limited to, payment in two parts – beginning of term and end of term, weekly or monthly payments. The aim of this policy is to minimise recovery action and helping to alleviate hardship. Where people fail to make contact or maintain arrangements, recovery action will continue.

### Aims

The aims of the policy are to:

- Take positive action to prevent arrears occurring, for example by providing different payment methods according to need
- Encourage early contact to avoid the build-up of debt
- Ensure prompt billing and to remind people quickly if they do not pay
- Help to identify deliberate non-payers or people who delay payment
- Make sure that, when we take enforcement action, it is appropriate and likely to be effective
- Take enforcement action against deliberate non-payers or those who delay payment
- To ensure we are approachable so people will be more willing to make contact when they first face difficulties
- Where families have fallen or are likely to fall into arrears, playgroup will work with them to set reasonable payment levels that they can maintain

### Procedures

- Fees are charged on a half termly basis
- Fees are invoiced at beginning of each half term and are due two weeks after the invoice date
- Full fees are payable unless parents have access to the 'A2YO' funding or 'Free for 3 & 4' funding
- Payment of fees is necessary to retain your child's place at the setting
- Payment can be made by cash, cheque, by bank transfer or by childcare vouchers
- Please put cash or cheque in a SEALED ENVELOPE with your child's name on the front (cheques made payable to Christ Church Playgroup)
- Payments handed in will be dealt with by the administrator who will then give you a receipt (if payment is made in cash)
- If payment is to be made by childcare voucher, please speak to the Play Leader or Administrator to set this up
- If the account is not paid when due and no contact has been made with the Play Leader or Administrator, after continued attempts from playgroup to communicate, your child will be suspended from playgroup until the account is settled in full. This will also take effect even if your child is in receipt of funding
- Late accounts may have administration costs added to their outstanding debt
- Reductions are not available for non-attendance including holidays or sickness
- In the occasional event that a child needs to be dropped off early, a fee of £3 is payable. But this must be an occasional drop off early, not on a regular basis
- Any parent experiencing difficulties with payments should contact the Play Leader immediately

## **Procedures for Non Attendance**

This sets out the procedures to be followed in the event that a child is absent from playgroup.

Procedure:

- If you are planning holidays during term time you must let us know in advance so we can record this in our register.
- If your child is sick or cannot attend for some reason, you must call us before 9.15am that day to let us know.
- If we have not heard from you by 10am we will call you to establish why your child is absent.
- If we cannot make contact with a parent/carer we will use all the contact details and the emergency contacts, you have given us to try to establish why your child is absent.
- If we are concerned about the welfare of a child we reserve the right to contact social services.
- Fees remain payable during periods of absence, unless alternative arrangements have been agreed.
- We must notify Gloucestershire County Council where children in receipt of Early Years Free Entitlement are absent for more than 2 weeks in a term

## Emergency Closure

Continuity of service for children attending the playgroup is really important to us. However, on rare occasions it may be necessary to close the playgroup, occasions such as:

- Adverse weather conditions
- An outbreak of a virus or infection
- Unforeseen circumstances making the building unsuitable or not safe for use

If any of these, or any other situations which could cause users to be at risk occur, we may have to take the decision to close the playgroup.

If a situation arises overnight, a decision to close will be made as soon as possible by the play leader or deputy play leader. In the event of a closure, parents/carers will be telephoned, texted or emailed by a member of staff (wherever possible). Therefore, it is important to ensure that playgroup has your correct contact details if we need to contact you.

Staff will make every effort to get into work however, at times, this may not be possible. Children will only be accepted by staff if the correct adult/child ratio can be maintained.

Should an emergency situation occur throughout the day whilst children are in playgroup, staff will contact parents/carers as soon as possible if the decision is taken to close. Therefore, parents are asked to keep playgroup informed of any changes to telephone numbers and or addresses and emergency contacts.

No charge is made for places when playgroup is not able to open for the day.

## Early Years Pupil Premium

'The aim of the Early Years Pupil Premium is to close the gap between children from disadvantaged backgrounds and their peers by providing funding to early years' providers to help them raise the quality of their provision' (Department for Education (DfE))

The Early Years Pupil Premium provides a small percentage extra per hour on top of the Free Entitlement.

### Eligibility

- Income support
- Income based Jobseekers Allowance
- Universal Credit
- Support from NASS (National Asylum Support Service) under part VI of the immigration and Asylum Act 1999
- The guarantee element of State Pension Credit
- Child Tax Credit (with no Working Tax Credit) with annual income of no more of £16,190
- Working Tax Credit run on

We can use the extra funding in any way we see appropriate to improve the quality of the early year's education that we provide for your child. This could include for example additional training for our staff on early language, investing in partnership working with our colleagues in the area to further our expertise or specialist equipment.

## Records, Information Sharing and Confidentiality

### Records

As a childcare provider, Christ Church Playgroup recognises the importance of maintaining up to date and accurate records, obtaining and sharing information (with parents/ carers, other professionals working with the child, the police, social services or Ofsted as appropriate), to ensure a safe and efficient management and to help to meet all the children's needs.

We will maintain a regular two-way flow of information with parents/ carers and between providers if a child is attending more than one setting.

It is a legal requirement to hold certain information about the children and families using our setting and the staff here. All records will be stored and remain in a locked cabinet within the setting, in line with the Data Protection Act.

Children's learning journeys are kept in the children's draws. Online learning journeys are subject to strict access rules and the Ipods are kept in a lockable cabinet when not in use.

Records relating to individual children must be retained for a reasonable period of time after they have left the provision, records include registration, accident/incident and attendance records.

Much of playgroups administration is done by the Play Leader and Deputy at their homes. Throughout all of these administrative duties, staff members ensure vigilance, confidentiality and safeguarding whilst completing documentation outside of the setting and ensure the safety of their paperwork at all times. Both the Play Leader and the Deputy have a lockable box at their home that they put any confidential information in. This includes, but is not limited to, learning journeys, reports, observations, photographs, financial information and planning.

As part of our safeguarding culture, we recognise that the homeworking does present a grey area in balancing data safety, we continually ensure that playgroup business is undertaken with a high level of protection by the people carrying it out and that where necessary, checks are carried out to ensure violation of children personal records and documentation is completely minimised. For example, all computers are password protected and documents that include children's details are shredded when no longer needed. No files regarding playgroup will be stored on an employee's computer but will be stored on a USB stick that will be at playgroup each day.

Records which must be easily accessible and available for inspection by OFSTED include:

- Child's personal records
- Registers of attendance
- Complaints and concerns
- Accidents/incident books
- Child progress: Summative Assessments, learning journeys and any other additional progress or assessment forms e.g. My Plans
- Behaviour Management Procedure (Achieving Positive Behaviour)
- Evacuation Procedures and drills
- Staff records
- First Aid and medicine records
- Policies and Procedures

### Transfer of records to school

Confidential records are shared where there have been child protection concerns according to the process required by the Local Safeguarding Children Board. The procedure guides this process and determines what information we can and cannot share with a receiving school or setting.

We will post or take the information to the school or setting, ensuring it is addressed to the setting or school's designated person for child protection and marked as 'confidential'.

### Confidentiality

Any child or adult using Christ Church Playgroup has the right to expect the private information they share to remain private.

Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.

Information must be shared in a sensitive and respectful way.

We will ensure issues concerning the employment of staff remains confidential to the people directly involved with making personnel decisions.

Private information from parent/ carers, children and other colleagues should not be requested or shared with people outside playgroup unless there is a clear reason to do so such as a child protection concern, in which procedures as stated in the Safeguarding Policy must be followed.

If a member of staff is told something or observes behaviour that gives rise to concern about the safety of a child or adult, then this should be raised immediately with the Play Leader.

We will ensure any concerns/ evidence relating to a child's personal safety are kept in a secure, confidential file and are shared on a "need-to-know" basis.

If, however, a child is considered at risk, our Safeguarding policy will override confidentiality.

We will ensure that parents/ carers have access to files and records of their own children but not to those of any other child. Under the Data Protection Act 1998, there are specific exemptions under which certain personal information may, under specific circumstance, be withheld from release (for example, a relevant professional will need to give careful consideration as to whether the disclosure of certain information about a child could cause harm either to the child or any other individual).

We will gain parental permission for any information to be used other than for the above reasons.

Christ Church Playgroup expects all members of staff, students, apprentices and volunteers, whether paid or unpaid, to maintain confidentiality and security of information and to take all necessary steps to ensure this.

Some parents may share information about themselves with other parents as well as with our staff; Christ Church Playgroup cannot be held responsible if information is shared by those parents whom the person has 'confided' in.

Confidential matters relating to the setting should not be discussed or mentioned on any social networking websites.

All members of staff, students, apprentices and volunteers will be made aware of the Confidentiality policy during the induction process including an awareness of the importance of confidentiality in the role of the key person.

Any breach of this policy may results in disciplinary action, and in serious cases, dismissal, under the Disciplinary policy and procedures

## **Key Person Allocation**

In line with the Early Years Foundation Stage Framework: 'Positive Relationships', a Key Person system is in place at playgroup.

Each child attending Christ Church is allocated a Key Person. Our Key Person system ensures that each child is nurtured and given the opportunity to reach their potential. The Key Person allocation gives your child a special adult to relate to. We believe this makes settling into the group far easier for your child. The Key Person will maintain a link to home by working with parents through shared record keeping. Your Key Person will meet with you at regular intervals and continuously record your child's progress in their Learning Journey. Whilst all children have an allocated Key Person, all staff will interact with your child. Your Key Person will be available at the start and finish of a session to discuss any worries or concerns. An appointment can be made for longer conversations.

## Home Visits

We recognise that parents/carers are their children's first and most enduring educators. Forming relationships with parents/carers and working closely is beneficial to each child's learning and development. We hope to establish a partnership between parents/carers and staff where both parties share the knowledge and understanding of the child.

Although it is not in our policy to visit children at home before or during their time at the setting, this is possible if required.

If circumstances require a home visit the following procedure is applied:

- Staff making home visits will never visit alone and at least one member of staff will be qualified. Staff will wear uniform and introduce themselves to the family.
- Staff must have access to a mobile phone, charged and in working order so that they can communicate with the setting at all times.
- At least one member of staff should remain at the playgroup setting and be aware of which staff members are out and where they are visiting.
- Playgroup staff must maintain professional boundaries in the relationship with the family e.g. do not drink alcohol or smoke with them and must not accept presents.
- Staff are aware that they are guests who have been invited into the family home.
- Staff may ask parents/carers for information but the parents/carers are under no legal obligation to give it to staff. The parent/carer can also ask staff to leave at any time.
- Staff can ask the family to put any uncaged animals in a separate room.
- Staff must consider confidentiality at all times. Do not chat about other families that the family is in contact with. Do not discuss anything in front of other family members without checking beforehand or privately that it is OK to do so.
- Staff should consider safeguarding policies and procedures at all times.

## Food and Drink

The sharing of refreshments plays an important part in the social life of the Playgroup as well as reinforcing children's understanding of the importance of healthy eating. Children's medical and personal dietary requirements are known and respected, for example allergies to eggs or nuts. Children's understanding of the importance of healthy eating will be reinforced at Playgroup.

The Playgroup will ensure that:

- Snacks provided will be nutritious and food containing large quantities of fat, sugar, salt, additives, preservatives and colourings will be avoided.
- The dietary rules of religious and cultural groups and also of vegetarians/vegans are known and met in appropriate ways.
- Fresh milk is provided for children and water is offered as an alternative.
- Water is freely available throughout each Playgroup session, both indoors and out.
- When cooking with children as an activity, the adults will provide healthy wholesome food, promoting and extending the children's understanding of a healthy diet.
- The playgroup will observe current legislation regarding food hygiene and obtain training for staff to appropriate levels.
- The menus of the snacks are displayed for the parents to view.
- Snack time is used to help children develop independence through making choices serving food and drink and feeding themselves.

### Special Dietary Needs Procedure

When a child joins the playgroup Parents and Carers are asked to inform the playgroup of all food allergies and dietary, medical or cultural requirements. This information is recorded and circulated to all staff. Information regarding specific individual needs are recorded and kept on a sheet displayed in the Playgroup kitchen for Staff preparing snack to adhere to. These include children's:

- Allergies
- Cultural or religious requirements
- Preferences

In cases of a severe food allergy the playgroup will make very careful efforts to ensure food screening. The playgroup will not include any unsuitable food in any activity which would exclude the child. We will if necessary have an alternative to offer the child where the food cannot be screened. A risk assessment for a child with a severe food allergy will be drawn up along with an Individual Health Care Plan.

## Clothing and Footwear

Children will be required to wear clothing that is appropriate to the temperature and weather when participating in outdoor activities. (See also Outdoor Play Policy).

During cold months' parents/carers should provide, jackets, hats, scarves and gloves and these will be put on the children as appropriate. In warm, sunny weather, parents/carers need to ensure that children's shoulders are covered and sun hats provided. If a child does not have appropriate clothing for the weather conditions, playgroup will attempt to provide alternative clothing from the spare clothes box.

Children will be required to wear sensible shoes, preferably close-toed, when playing outside. If a child does not have suitable shoes, playgroup will attempt to provide alternative shoes from the spare clothes box. In order that our outdoor learning garden can be accessed for the majority of sessions, parents are provided with a 'Kit List' on starting at playgroup detailing appropriate clothing for playgroup.

## Sun Protection

Parents/carers are requested to send their children to Playgroup with sun cream already applied on days when it is sunny. Written consent will be obtained from parents/carers in case top up sun cream needs to be applied and a list will be maintained in the group file. Parents/carers may provide their own sun cream if they so wish.

Children will be required to wear a sun hat while outside on sunny days. Parents/carers are asked to send children to playgroup with a suitable hat. There are additional hats available for those children who do not have proper attire.

## Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others. We encourage learning through play and provide the children with carefully planned activities

The Playgroup provides a curriculum for the foundation stage of education. This curriculum is set out in a document, published by the Qualifications and Curriculum Authority and the Department for Education and Skills, and called The Early Years Foundation Stage. Our Playgroup follows this guidance.

The Early Years Foundation Stage which is divided into seven areas of learning which are all very important and inter-connected. These are:

- Communication and Language
- Physical development
- Personal Social and Emotional development
- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

The three prime areas are:

### Communication and Language

We provide opportunities for children to experience a rich language environment, to develop their confidence and skills in expressing themselves and to speak and listen in a range of situations.

### Physical development

We provide opportunities to enable children to be active and interactive, developing their coordination, control and movement. We also help children to understand the importance of physical activity and to make healthy choices in relation to food.

### Personal Social and Emotional development

We provide children with experiences which will help them to develop a positive sense of themselves and of others, to form positive relationships and develop respect for others; experiences to help them develop social skills and to learn how to manage their feelings, understand appropriate behaviour in groups and to have growing confidence in themselves.

The following areas are the four specific areas, through which the three prime areas are strengthened and applied:

### Literacy

We provide activities to help with linking sounds and letters skills, pre-writing skills and learning to recognise, sound out and to form and write letters.

### Mathematics

We provide opportunities to develop and improve children's skills in counting, understanding and using numbers, calculating, describing shapes, spaces and measures

### Understanding the world

We give children opportunities to make sense of their physical world and their community, enabling them to explore, observe and find out about people, places, technology and the environment.

### Expressive arts and design

We give opportunities for the children to explore and play with a wide range of media and materials,

as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through activities in art, music, movement, dance, role play and design and technology.

## **Outdoor Play Policy**

Children are given the option to play in or out throughout most of their playgroup time. Waterproof clothing and wellies, and a common sense approach to outdoor play ensure that children are appropriately dressed for whatever circumstances. Children will be supervised by staff when doing outside activities. If the weather is extreme and being outside presents a risk to the safety, children will remain indoors where staff will also be present.

Outdoor play is essential for all aspects of a child's development. It can provide children with experiences which enable them to develop intellectually, emotionally, socially and physically. In doing so it provides a rich context for the development of their language and encourages positive attitudes towards a healthy lifestyle.

At the centre of our ethos is the belief that by encouraging children to embrace the outdoor world we are helping future generations to understand the natural world we live in. Teaching children from a young age the importance of respecting our planet, understanding food and life cycles and awareness of sustainability will help nurture positive attitudes for generations to come. Valuing their environment as their 'third teacher' (with parent and practitioner being first and second) early years learning can shape environmental attitudes, knowledge and actions, equipping future generations with the tools they need in our ever changing global situation.

Playgroup places an extremely high importance on using outdoor experiences in all aspects of their planning to support children's learning. The Characteristics of Effective Learning: that of Play and Exploring, Active Learning and Creativity and Critical Thinking form strong foundations for the environment we create and the experiences we plan. Each and every area of learning is covered in abundance within the planned outdoor environment and practitioners are constantly watching, listening and making judgements about the best way to promote children's learning and understanding.

Children's safety in the outdoor environment both in and out of setting is managed effectively. Children are taught the skills they need to keep themselves safe and a common sense approach is used and modelled with regard to managing risks. As the indoor environment is checked for hazards each day, so is the outside area. Visits out of setting are planned using a detailed plan including a risk and safety check. Staff ratios are maintained at all times with additional staff on setting visits to ensure ratios can be maintained in any eventuality.

*"Physically the area has to be safe but still allow risk and challenge. Safeness is about enabling things to happen, not shutting down opportunities."*

*Playing Outside – Helen Bilton*

Christ Church Playgroup ensures that equality of opportunity outside is covered by the following:

- Ensuring that all children have the ability, or the support they need to play, explore and experience all outdoor learning opportunities.
- Monitoring and observing children's use of the outdoor area, reflecting on provision to ensure it meets the needs and interests of its users.
- Respecting any cultural issues or preferences that arise from outdoor play experiences.

Outdoor play experiences happen all year around and in every weather at playgroup: torrential rain is simply another learning opportunity!

Full waterproofs and wellies are requested from parents to enable their child to take full advantage of the range of outdoor and messy/sensory activities on offer.

## Safe use of ICT

At playgroup we understand that we live in a rapidly changing technological world where technologies are constantly extending and expanding. We believe children need to be introduced to ICT from an early age in order for them to develop the appropriate skills they will need to fully access the early years' curriculum and beyond.

At Christ Church Playgroup the children have access to one laptop. We aim to promote the use of ICT to enable all children to:

- Build on their experiences from home
- Develop practical skills needed to access ICT
- Enjoy ICT and use it with confidence
- Understand that equipment needs to be handled with care and respect

Although the children have access to a laptop, they do not have access to the internet. But we are aware that the large majority of families who attend our setting do, and they do allow their children to use the internet, sometimes unsupervised. To build awareness of the risk of the internet we advise parents to:

- Be aware of internet safety
- Ensure children are accessing age appropriate sites, ensuring parental controls/restrictions are in place to help protect them from risk
- Monitor the child's usage

We are also aware that there are various health and safety issues when using computers with young children too, and we will adhere to the following:

- Computers need to be set at the right height so that the child can sit comfortably without putting strain on their back, neck or arms.
- Chairs need to be adjusted to the right height so that the child looks at the monitor straight in front of them
- Backs should be straight and supported and feet flat on the floor
- Children will spend no longer than 10 minutes on the computer at any one time: the use of a timer will enable children to self-monitor their times and to take turns
- Allowing only one child to hold the mouse at one time.

## Photography, Mobile Phone and Recording Policy

Christ Church Playgroup believes that children's activities and progress should be recorded using photographs, but that these photos should be used responsibly.

For every child starting playgroup, parents will be asked to sign the permission form, giving permission for the Playgroup to take photographs of their child for use within the Pre-school.

When these photos are taken they

- Will only be taken on the Playgroups camera and Ipod
- Will be printed only on the Playgroups printer unless the play leader gives permission for them to be printed at a photo shop
- Will only be used within the playgroup for displays and children's Key worker files.

If photos are required for publicity material separate permission for each photograph will be requested from parents.

Photographs stored on the Playgroup computer will be retained for a maximum of two years.

Playgroup will not give digital copies of photographs to parents or third parties.

A professional photographer will be invited to Playgroup once a year to take individual photos of the children, these photos are for the parents if they wish to buy them. Copies will not be retained by the playgroup.

Our new best practice ensures that all staff and parents on rota have their personal mobiles kept within the cupboard and any personal video, recording and photographic media be stored away too. The play leader or deputy play leader will have the playgroup mobile on them at all times, though it should be noted that this phone cannot take photographs. Any staff member, volunteer or student found to be using mobile phones or recording devices while in the room with the children will have the device confiscated by management and disciplinary procedures will be carried out.

Also relevant here is our **acceptable use of social networking sites**: we recognise that parents and staff have a right to post photographs or information about themselves or their families on social networking sites. But we remind parents at events such as our nativity, parties and other events held, that photographs they take will also contain images of other children and staff and that photographs or videos they take are for their own personal use and **not to be** posted on any social networking or file sharing sites, thereby protecting the privacy of all involved. This applies with regards to photographs on our online learning journey, Tapestry, too.

The Data Protection Act is unlikely to apply in many cases where photographs are taken in schools and other educational institutions. Fear of breaching the provisions of the Act should not be wrongly used to stop people taking photographs or videos. Where the Act does apply, a common sense approach suggests that if the photographer asks permission to take a photograph, this will usually be enough to ensure compliance:

- Photos taken for official pre-school use may be covered by the Act and pupils and students should be advised why they are being taken
- Photos taken purely for personal use are exempt from the Act
- Photos taken by the media are usually exempt from the Act

## Tapestry

At Christ Church Playgroup we use an online system called Tapestry to record and store observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen the parent partnership.

## Safety

As part of our commitment to safeguarding our children, all learning journeys are password protected so that parents and carers can only access the account of their child. Other than family, only the child's key person and the play leader have access to the journal.

We ask parents to agree and sign that they have understood the below guidelines in order for them to have access to the journal:

As a parent I will...

- Not publish any of my child's observations or photographs on any social media site.
- Keep the login details within my trusted family.
- I accept that my child's photograph may appear on their friends learning journal account and I may see pictures of my child's friends on my child's personal account.
- I will speak to a member of staff if I experience any difficulties accessing my child's learning journey.
- I agree to the above guidelines and have read accompanying information sheets.

Staff use Ipods to take the photographs for observations but these will not be stored on the device. Photos will be uploaded to the journal at least once a week and then deleted at once from the device.

Staff are not permitted to take the Ipods home and they will remain on the premises at all times, unless specific permission has been granted by the Play Leader. They are to be stored in a locked cupboard at the end of each day and over the holidays as a security measure.

## Sharing with children

Staff will share the photos they take with the children as they are taken and will record any comments made by the child on the Tapestry site either under the photo or in with the observation. We will also encourage parents and carers to share the journals at home with their child.

Although Tapestry is in use, we will continue to take photographs of events and activities that will not be uploaded to the website, but which we will turn into a 'Child friendly learning journal', where the children can stick in the pictures and take an active part in creating their learning journey. This enables children to develop their sense of belonging and share experiences with their peers.

## Parents without internet

Regardless as to whether or not parents have access to the internet, we will print all the information from Tapestry and put it into a folder Learning Journey, which will also include drawings from the children, a section where the children have actively taken part in creating their own journal and a report section. This will be in setting for the parent to view at all times and will be sent home three times a year.

## **British Values**

'British Values' sits very strongly within the ethos of the early years throughout all settings and schools. The Early Years Foundation Stage (EYFS 2014) ensures that this is embedded into every day practice for all children, and practitioners ensure that children are given the opportunities to develop in the defined areas of British Values, which are: -

- Individual Liberty
- Mutual Respect and Tolerance
- The Rule of Law
- Democracy

At Christ Church Playgroup we will actively promote British Values.

### **Individual Liberty**

***Freedom for all and how this right comes with responsibilities towards each other.***

Our staff will encourage the children to develop a positive sense of self by giving the children the opportunities to develop their self-knowledge, self-esteem and increase their confidence in their own abilities. Staff will encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions.

*(Personal, Social and emotional development, Self-confidence and self-esteem. Understanding the World, People and communities)*

### **Mutual Respect and Tolerance**

***Treat others as you want to be treated.***

The setting has an inclusive and tolerant ethos that reflects and values the views, faiths, cultures and races of the wider community. Our staff will encourage children to acquire a tolerance and appreciation of and respect for their own cultures and others, to teach the children about similarities and differences between themselves and others among families, faiths, communities, cultures and traditions and to share and discuss practices, celebrations and experiences. Our staff will encourage and explain the importance of tolerant behaviours such as sharing and respecting others opinions.

Our staff will promote diverse attitudes and challenge stereotypes by sharing stories, providing resources and activities that challenge gender, cultural and racial stereotyping.

*(Understanding the world, People and Communities, Personal, Social and Emotional Development, Making Relationships)*

### **The Rule of Law**

***Understanding of the rules.***

Our staff will ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish between right and wrong.

*(Personal, Social and Emotional Development. Managing feelings and behaviour EYFS 2014)*

### **Democracy**

***Making consistent decisions/rules together, especially about what is right and wrong.***

Our staff will encourage children to see themselves in the bigger picture by showing them their views count and that we value each other's views, beliefs and ideas. Staff can support the decisions that children make and provide activities that involve turn taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

*(Personal, Social and Emotional Development. Self-confidence and self-awareness EYFS 2014)*

We will endeavour to actively promote British Values and will challenge any behaviours that are not in line with our policy and ethos from staff, children or parents

What is not acceptable is:

- Actively promoting intolerance of other faiths, cultures and races
- Failure to challenge gender stereotypes and routinely segregate girls and boys
- Isolating children from their wider community
- Failure to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

## Equal Opportunity

The legal framework for this policy includes the:

- The Equality Act 2010
- Disability Discrimination Act 1995, 2005
- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1976, 1986
- Children Act 1989, 2004, 2006
- Special Educational Needs and Disability Act 2015 (and its frequent updates)

## Attendance

We believe that the group's activities should be open to all children and families, and to all adults committed to their welfare. We aim to ensure that all who wish to work in, or volunteer to help with, our Playgroup have an equal chance to do so. We will ensure that our service is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability or disability. Our setting is committed to anti-discriminatory practice to promote equality of opportunity and valuing diversity for all children and families. We aim to:

- Provide a secure and accessible environment in which all our children can flourish and in which all contributions are considered and valued
- Include and value the contribution of all families to our understanding of equality and diversity
- Provide positive non stereotyping information about gender roles, diverse ethnic and cultural groups and disabled people
- Improve our knowledge and understanding of issues and anti-discriminatory practice, promoting equality and valuing diversity, and
- Make inclusion a thread that runs through all of the activities in the Playgroup

## Admissions

- We advertise our setting widely
- We reflect the diversity of our society in our promotional materials
- We provide information in clear, concise language
- We base our admissions policy on a fair system
- We ensure that all parents are made aware of our Equality of Opportunity Policy
- We do not discriminate against a child or their family, or prevent entry to our setting on the basis of colour, ethnicity, religion or social background
- We do not discriminate against a child with a disability and will endeavour to ensure that any disability is supported to the best of our ability
- We develop an action plan to ensure that people with a disability can participate successfully in the services we offer
- We ensure wherever possible that we have a balanced intake of boys and girls
- We take action against any discriminatory behaviour by staff or parents.
- Displaying of openly discriminatory and possibly offensive materials, name calling, threatening behaviour are unacceptable on or around the premises and will be dealt with in the strongest manner

## Employment

- Posts are advertised and all applicants are judged against explicit and fair criteria
- Applicants are welcome from all backgrounds and posts are open to all
- The applicant who best meets the criteria is offered the post, subject to references and checks by the Criminal Records Bureau. This ensures fairness in the selection process.
- All job descriptions include a commitment to promoting equality and recognising and respecting diversity as part of their specification

- We monitor our application process to ensure that it is fair and accessible.
- Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability.
- Every employee is entitled to a working environment that promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- Breaches of the playgroups Equality and Diversity Policy will be regarded as misconduct and could lead to disciplinary proceedings. Commitment to implementing the group's Equality and Diversity Policy will form part of the job description for all workers.

### Training

- We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices, which enable children to flourish
- We ensure that all staff are confident and fully trained in administering relevant medicines and performing invasive care procedures when these are required
- We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion

### Environment

Our environment is as accessible as possible for all visitors and service users. If access to the building is found to treat disabled children or adults less favourably, we will make reasonable adjustments to the setting to accommodate the needs of the disabled children and adults. We do this by:

- Making children feel valued and good about themselves
- Ensuring that children have equality of access to learning
- Making adjustments, where possible, to the environment and resources to accommodate a wide range of learning, physical and sensory impairments
- Making appropriate provision within the curriculum to ensure each child receives the widest possible opportunity to develop their skills and abilities
- Positively reflecting the widest range of communities possible in the choice of resources
- Avoiding stereotypes or derogatory images in visual material
- Celebrating a wide range of festivals
- Creating an environment of mutual respect and tolerance
- Differentiating the curriculum to meet children's special educational needs
- Ensuring that children learning English as an additional language have full access to the curriculum and are supported in their learning and are supported in the maintenance of their own language

### Valuing diversity in families:

Our aim is to show respectful awareness of all major events in the lives of the children and families in the Playgroup, and in our society as a whole, and to welcome the diversity of backgrounds from which they come. In order to achieve this, we aim to acknowledge all the festivals, which are celebrated in our area and/or by the families involved in the Playgroup. Without indoctrination in any specific faith, children will be made aware of the festivals which are being celebrated by their own families or others, and will be introduced where appropriate to the stories behind the festivals. Before introducing a festival with which the adults in the Playgroup are not themselves familiar, appropriate advice will be sought from people to whom the festival is a familiar one. Children and families who celebrate festivals at home which the rest of the playgroup is not familiar will be invited to share their festival with the rest of the group, if they themselves wish to do so. Children will be encouraged to welcome a range of different festivals, together with the stories, celebrations and special food and clothing they involve, as part of the diversity of life.

- We welcome the diversity of family lifestyles and work with all families.
- We encourage children to contribute to stories of their everyday life to the setting.
- We encourage parents to take part in the life of the setting and to contribute fully and for families who speak languages in addition to English.
- We will develop means to ensure their full inclusion.

### The Curriculum

All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

Playgroup will value linguistic diversity and provide opportunities for children to develop their home language in their play and learning. This is part of the respect for each child's cultural background that is central in all early-years provision. Alongside support in the home language, Playgroup will provide a range of meaningful contexts in which children have opportunities to develop English.

### Resources

These will be chosen with a view to showing children a balanced view of the world and an appreciation of the rich diversity of our multiracial society. Materials will be selected to help children to develop their self-respect and to respect other people by avoiding stereotypes and derogatory pictures and messages about any group of people.

### Inclusion

The Playgroup recognises the wide range of needs of children and families in the community, and will consider what part it can play in meeting these needs. Planning for Playgroup meetings and events will take into account the needs of people with disabilities.

### Discriminatory behaviour/remarks

These are unacceptable in the Playgroup. The response will aim to be sensitive to the feelings of the victim(s) and to help those responsible to understand and overcome their prejudices.

### Language

Information, written and spoken, will be clearly communicated in as many languages as necessary. Bilingual/multilingual children and adults are an asset. They will be valued and their languages recognised and respected in the Playgroup.

### Food

Medical, cultural and dietary needs will be met. We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.

### Meetings

The time, place and conduct of meetings will ensure that all families have an equal opportunity to be involved in the running of the Playgroup.

## **Smoking, Alcohol and Other Substances**

### **Smoking**

Playgroup has a strict no smoking policy in compliance with Gloucestershire County Council Regulation – all parents/carers are asked to comply with this. There are no smoking signs all around the building. Vaping is also prohibited.

### **Alcohol and other Substances**

The use and storage of alcohol and other substances is not permitted within Playgroup. Any member of staff appearing to be under the influence of alcohol (or any other substance) will be suspended pending further investigation in accordance with our Disciplinary Procedure.

No child will be released to a parent or carer who appears to be under the influence of alcohol or any other substance, in these circumstances, we will follow our Late Collection policy.

## Fire Safety Policy & Evacuation Procedure

Fire exits are identified to parents/carers and new members of staff and volunteers on placement during induction. Fire drills take place each term (Autumn, Spring, Summer) over a number of days to include all children attending the setting. Details and reviews of fire drills are kept in the group record file. In line with safety advice, whilst doors and gates are locked for security reasons, the locks are always in a prominent position for easy access in case of a fire.

Fire drill notices are displayed in the playgroup halls. The Play Leader and all staff have responsibilities during the fire drill. Parents/carers on rota duty with toddlers are responsible for their child for the whole of the playgroup session including during a fire drill.

Exits from individual rooms are:

### Lansdown/Bayshill

Through one of the main doors (opened by the high level catch) into the foyer and then into the courtyard via the door operated by the turnbuckle lock. If the emergency is located in the foyer, office or kitchen are, evacuate through the chair store, into the Harwood Hall and into the courtyard.

### Harwood Hall

The side door (turnbuckle lock), nearest the cupboards, into the courtyard garden. Use the sliding door if this is already open and in use.

### The following drill is put in effect in the case of fire:

1. On discovering fire, activate the alarm, if smoke alarm not already sounding.
2. The staff evacuate ALL of the children, volunteers and adults via the nearest appropriate fire exit and make way to the assembly point. Doing a head count as vacating to ensure all children etc. are accounted for, ensuring toilets and corridor are checked and doors closed.
3. The designated person will report the fire incident to the Fire Brigade, keeping the phone with them on their person at all times.
4. The Play Leader will collect the register and signing in books. They will then do a role call to all children, volunteers and staff/ adults, ensuring everyone is present.
5. The headcount of all children and adults will be checked with the sign in sheet so as to identify a missing person at the earliest opportunity.
6. Wait for the Fire Brigade to arrive or the case of a drill, record time taken to evacuate and return to premises.
7. If re-entry to the church premises is prohibited everyone will walk to Christ Church Primary School, Malvern Road where a safe area will be made available for our use. From here staff will contact parents/carers to arrange for the children to be collected, 2 members of staff will remain until the last child has been collected.

Copies of this drill are prominently displayed within the premises.

## Health & Safety

Christ Church Playgroup believes that the health and safety of children and users of the setting is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers.

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

The Committee and Play Leader are primarily responsible for health and safety and they are competent to carry out these responsibilities. They regularly update their knowledge and understanding of health and safety. We display the necessary health and safety poster in the Playgroup.

### Risk assessment

Our risk assessment process includes:

- checking for hazards and risks indoors and outside; and in our activities and procedures for both adults and children
- developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required.

We maintain lists of health and safety issues, which are checked: daily before the session begins; annually - when a full risk assessment is carried out.

Risk taking is also an essential feature of play provision. The provision aims to offer the children the chance to encounter acceptable risks as part of a stimulating challenging and controlled learning environment. The children are supported and encouraged to carry out simple tick list risk assessments for outdoor play.

### Insurance cover

We have public liability insurance and employers' liability insurance. The certificate for public liability insurance is displayed in the Lansdown/Bayshill room.

### Awareness raising

Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.

- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part and read all playgroup policies.
- Health and safety is discussed regularly at staff meetings.
- We have a no smoking policy.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

### Children's safety

- We ensure all staff employed have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults will be present.
- We comply with Statutory requirements regarding ratios of adults to children.

### Security

- Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.

- The arrival and departure times of adults - volunteers and visitors - are recorded.
- The personal possessions of staff and volunteers are securely stored during sessions.

### Kitchen

- Children are not permitted to access to the kitchen, at any time.
- All surfaces are clean and non-porous.
- There are separate facilities for hand-washing and for washing up.
- Cleaning materials and other dangerous materials are stored out of children's reach.
- When children take part in cooking activities, they: are supervised at all times; are kept away from hot surfaces and hot water; do not have unsupervised access to electrical equipment.

### Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly.
- Electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.

### Storage

- All equipment, materials and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

### Outdoor area

- Our outdoor area is securely bricked.
- Our outdoor area is checked for safety and cleared of rubbish before it is used.
- All outdoor activities are supervised at all times.

### Hygiene

- We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the setting which includes play room(s), kitchen, rest area, toilets and nappy changing areas.
- The toilet area has a high standard of hygiene including hand washing and drying facilities.
- We implement good hygiene practices by:
  - cleaning tables between activities
  - checking toilets regularly
  - wearing protective clothing - such as aprons and disposable gloves - as appropriate
  - providing sets of clean clothes
  - providing tissues and wipes

### Activities

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending the setting.
- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded.
- All materials - including paint and glue - are non-toxic.
- Sand is clean and suitable for children's play.
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.

- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.

### Animals

- Animals visiting the setting are free from disease and safe to be with children, and do not pose a health risk.
- Children wash their hands after contact with animals.
- Parents and Carers are asked about any known allergies or aversion that their child may have to animals before they start attending.

### COSHH

Christ Church Playgroup recognises that using chemicals or other substances can put the health of staff, children, parents or members of the public at risk. The law requires employers to control exposure to hazardous substances to prevent ill health. We have a duty to protect employees and others who may be exposed, by complying with the Control of Substances Hazardous to Health Regulations 1999 (COSHH).

Hazardous substances in playgroup include:

- Substances used directly in work activities (e.g. cleaning agents)
- Naturally occurring substances (e.g. grain and dust)

To ensure we abide by the COSHH regulations we always ensure that we:

- Assess risks to health arising from hazardous substances used in/or created by our workplace activities.
- Decide what precautions are needed. We never allow staff to carry out work which could expose them to hazardous substances without considering risks and necessary precautions are taken to comply with COSHH.
- Prevent or adequately control exposure.
- We will prevent our employees, children, and parents from being exposed to hazardous substances.
- Ensure that control measures are used and maintained properly and safety procedures are followed.
- Ensure employees are properly informed, trained and supervised.

COSHH is the control of substance or mixture of substances classified as dangerous to health.

### R.I.D.D.O.R

R.I.D.D.O.R requires some events to be reported to the informing authority. The investigator may wish to interview the people involved, assessing the site and requesting certain documents. The following events must be reported to R.I.D.D.O.R and OFSTED by phone or fax and in writing using the appropriate form within ten days:

1 A death or major injury to an employee e.g. a fracture to a bone other than thumbs fingers and toes.

2 A dangerous occurrence e.g. collapses of a ceiling resulting in an injury needing admission to hospital for more than 24 hours.

3 An accident where a member of the public is killed or taken to hospital.

4 An accident resulting in the person being off work or unable to carry normal duties more than 3 days or in a case of occupational disease a certificate is required from your doctor to resume work.

Website - [www.riddor.gov.uk](http://www.riddor.gov.uk) Email - [riddor@notbrit.com](mailto:riddor@notbrit.com) Telephone - 0845 300 9924

## Accidents Procedure

Young children are prone to bumps and bruises during active play. At playgroup we support children to actively make sense of the world around them. Young children should not be 'wrapped in cotton wool': little accidents are often the best way to prevent children in having 'big accidents'. Most upsets and incidents can be dealt with quickly and simply: a quick hug, some sympathy and a brush down before the child runs off to play again. Accidents that have resulted in a mark or bruise, that require a plaster, a cold compress etc. occurring whilst the child is in the care of the setting are recorded. The following details are written in the Accident/Incident Book:

- Description of accident/event: Where, when and how the accident occurred
- The name of child involved
- Who witnessed the accident
- Description of the injury sustained and action taken
- Any further treatment that was made necessary e.g. In need of ambulance
- Signature of the qualified first-aider who dealt with the injury.
- Signature of the parent/carer on collection of the child concerned with a copy of the report.

All records of an accident or injury are kept in the child's file and logged in staff records for monitoring.

The risk assessment records will be reviewed following any serious incident/accident or near-miss as part of the safeguarding/grey areas agenda item in staff and committee meetings.

For very serious accidents to a child, the Parents/carers are contacted as soon as possible and the incident is reported to OFSTED. All staff have the necessary first-aid training. A First Aid box is located in each playgroup room, along with an accident book. The first aid boxes are checked monthly and replenished when necessary by a designated member of staff. Records of these checks are kept in the first aid box.

**PRIOR PARENTAL CONSENT FOR EMERGENCY TREATMENT IS INCLUDED ON THE CHILD'S ENTRY RECORD.**

## Administration of Medicine

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness. We ensure that where medicines are necessary to maintain health of the child, they are given correctly and in accordance with legal requirements. In many cases, it is possible for children's GPs to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting. If a child has not had a medication before, it is advised that the parent keeps the child at home for the first 48 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect. Our staff are responsible for the correct administration of medication to children. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. In the absence of the key person, the play leader is responsible for the overseeing of administering medication.

### Storage of medicines

All medication is stored safely out of children's reach and refrigerated if required. Where the refrigerator is not used solely for storing medicines, they are kept in a marked plastic box. The staff are responsible for ensuring medicine is handed back at the end of the day to the parent. For some conditions, medication may be kept in the setting to be administered on a regular or as-and-when-required basis. Key persons check that any medication held in the setting, is in date and return any out-of-date medication back to the parent.

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

We carry out a risk assessment and an Individual Health Care Plan for each child with a long term medical condition that requires on-going medication. This is the responsibility of our play leader alongside the staff. Other medical or social care personnel may need to be involved in the risk assessment.

Parents will also contribute to the risk assessment and 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, 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 their care plan. The risk assessment and care plan includes vigorous activities and any other activity that may give cause for concern regarding an individual child's health needs. The risk assessment and care plan includes arrangements for taking medicines on outings and advice is sought from the child's GP if necessary where there are concerns.

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

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

### Managing medicines on trips and outings

If children are going on outings, the staff will accompany the child with a risk assessment and will be 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 a copy of the medical information including the sheet. On returning to the setting the, if the medication has been administered, the parent signs the medication record sheet.

### Hospital Admission

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

## Asthma

At Christ Church Playgroup we recognise the right for a child, with asthma, to be accepted fully into our playgroup. We aim to support and encourage children with asthma to enable them to participate fully in the life of the playgroup.

Parents are requested to inform us before the child begins attending, or as soon as the asthma is diagnosed, so that we can ensure that all staff are made aware. Parents will then be requested to give written permission for staff to administer the medication when required. If staff are required to give the asthma medication to a child it will be given in accordance with our medication policy and detailed in our medication book, they will also be asked to fill out an individual health care plan. Staff attend first aid training courses to ensure that they are able to give emergency first aid if required. Parents are advised that the medication for their asthma is kept at playgroup in case of an asthma attack.

We maintain, as far as possible, an asthma-free environment by operating a non-smoking policy, and through adequate cleaning and dust control; ensuring all carpets are vacuumed on a daily basis.

## Sick Child Policy

The health and well-being of all children attending the group are paramount and we undertake to ensure this by following the NHS guidelines on infectious illnesses in children and adults.

No child or adult suffering from an infectious illness, or who appears to be suffering from such, is allowed to attend playgroup.

Playgroup staff will email all parents and display details on the notice-board in the foyer if there any infectious or contagious illness active in the setting. This will allow people the opportunity to take steps to limit their own exposure (for example pregnant women.)

It is not the policy of the Playgroup to exclude children unnecessarily, or to have in place policies, which are so rigid that they are never followed in practice. However, if a child becomes distressed or ill whilst at Playgroup, or their temperature becomes raised, the carer will be asked to pick up their child as soon as possible, even if the illness is minor. We realise that teething may occasionally cause diarrhoea, however Playgroup staff cannot allow a child with the condition to remain in Playgroup. A Doctor should make this diagnosis.

In the case of head lice, the Playgroup will inform all parents and carers but no naming of children will be given. The outbreak must be treated effectively in time for the next Playgroup session. It is the carers' responsibility to check and treat their own children for head lice. Head lice are a fact of life in all educational establishments and the only guarantee that your child will not have them, is to check your own child regularly.

Parents are asked to remember that Playgroup is NOT the place for a sick child.

## Uncollected Child Policy

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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.

### Procedure:

If a child is not collected at the end of the session/day, we follow the following procedures:

- The child's file 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 parent to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the child protection procedures.
- The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents or by the social care worker.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name, address 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.

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. We provide parents with our contact telephone number.

We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

## Lost Child Policy

### At Playgroup

All children are accounted for during the day and their arrival and departure time is marked in the register and staff make regular heads counts.

If a child is missing, staff alert the play leader (or deputy play leader) who calmly checks both inside and outside the building. If there is no sign of the child the police are contacted immediately and parents are also informed of the situation. Staff would then wait for the police to arrive and follow their instructions. The play leader would continue the search whilst awaiting for the police.

Ofsted would be contacted and a written report sent by the Play Leader informing them of the incident.

### On Outings

When taking the children on outings, a risk assessment is carried out prior to the outing and regular head counts are made throughout the time. Children are allocated to certain members of staff with higher than normal ratios, to ensure the children are safe at all times.

If a child went missing, then the person in charge would be immediately informed. A member of staff would make an immediate search of the surrounding area, ensuring that the other children were sufficiently supervised and safe.

If the child cannot be found after the appropriate search time (up to 15 minutes – shorter if in a busy area) then the Police and parents would be informed. The search would continue with the member of staff keeping in touch by mobile phone. Once the Police arrived, their instructions would be followed.

The Play leader would inform Ofsted.

## Child Protection/ Safeguarding Children Procedure – Keeping Children Safe

All playgroup staff and committee members receive a copy of the child protection policy upon employment, or election to the committee. All staff members attend 3 yearly update/refresher training on how to implement the procedures, in exception for the Designated Safeguarding Lead who updates/refreshes this training within a maximum of 2 years, but who has their knowledge and skills refreshed annually.

We take safeguarding very seriously and receive regular email updates from the Safeguarding Board and undertake safeguarding audits of our procedures on a regular basis. We believe that transparency in our practice is key to safeguarding children.

Volunteer helpers or newly employed staff without a relevant CRB/DBS check will never be left alone with a child.

Observing children is an integral part of our daily routine. All observations will be dated, written and kept confidential. A Child Protection log book is kept securely within the playgroup. Particular concerns relating to safeguarding aspects are logged and dealt with appropriately by the Designated Safeguarding Lead (DSL)

If there are any concerns about a child/ren with regards to safeguarding, we believe it is extremely important to maintain a good relationship with parents/carers. To do this we will:

- Exchange information regularly about all aspects of the child's life.
- Mention bumps, bruises and any other worries to the parent on the day they are observed.
- Make every effort to avoid appearing that the parent is being accused; many parents will be blaming themselves already if their child has had an accident.

If there is a specific concern about possible sexual or physical abuse, staff will **not** talk about this with the parent, but contact GSCB or Social Services directly.

Playgroup understands that safeguarding action may be needed to protect children and learners from:

- neglect
- physical abuse
- sexual abuse
- emotional abuse
- bullying, including online bullying and prejudice-based bullying
- racist, disability and homophobic or transphobic abuse
- gender-based violence/violence against women and girls
- radicalisation and/or extremist behaviour
- child sexual exploitation and trafficking
- the impact of new technologies on sexual behaviour, for example 'sexting' and accessing pornography
- teenage relationship abuse
- substance misuse
- issues that may be specific to a local area or population, for example gang activity and youth violence
- domestic violence
- female genital mutilation
- forced marriage
- fabricated or induced illness
- poor parenting, particularly in relation to babies and young children
- other issues not listed here but that pose a risk to children, young people and vulnerable adults.

Christ Church Playgroup also understand that safeguarding is not just about protecting children, learners and vulnerable adults from deliberate harm, neglect and failure to act. It relates to broader aspects of care and education too, including:

- children's and learners' health and safety and well-being, including their mental health
- meeting the needs of children who have special educational needs and/or disabilities
- the use of reasonable force
- meeting the needs of children and learners with medical conditions
- providing first aid
- educational visits
- intimate care and emotional well-being
- online safety and associated issues
- appropriate arrangements to ensure children's and learners' security, taking into account the local context

Playgroup works in partnership with Gloucestershire Safeguarding Children Board (GSCB) for the protection of children. We are familiar with the Gloucestershire Child Protection Procedures, as listed within these policies. We also refer to the live document 'Working Together to Safeguard and Promote the welfare of Children' and the document "Keeping Children Safe in Education" and attend to GSCB alerts as necessary.

GSCB stipulate that all individuals working with children and families have a duty and responsibility to report any allegations and concerns of a child protection nature, which come to their attention. As from September 2009 all child welfare concerns need to be raised with CYPD Children's Help desk. When contact is made you will be redirected to the appropriate social work team, determined by the area the child lives, where you will be able to speak directly with a social work practitioner.

When such a concern is raised, the following action is required:

Discuss concerns with Play Leader or Designated Safeguarding Lead or Committee Safeguarding Lead to decide next steps



Complete a written record of the nature of the circumstances surrounding the concern including any previous concerns held. Include times, date and record 'word for word' if any disclosures were made.



DSL discusses concerns with parents/carers of the child and explains what steps they will take next (if this does not put the child at further risk or affect a police investigation)

Where there are urgent concerns, professional contacts the Children and Families Help desk on 01452 426565.



Professional can contact their local R&A Team to discuss concerns in principle with a social worker or social work manager and receive advice about whether a referral is appropriate or whether there are alternative ways of addressing their concerns.



Unless there are urgent concerns, professional completes a Multi-Agency Service Request Form. This is passed on to a social work team and the caller will be contacted by a social worker within 24 hours (unless there are immediate risks in which case the professional will put through to a social work team straight away). The social work team will discuss whether the referral is appropriate and what action can/will be taken.

If a MARF was not completed at the time of the initial contact, then the referral must be followed up in writing within 48 hours: [Childrenshelpdesk-gcsx@gloucestershire.gcsx.gov.uk](mailto:Childrenshelpdesk-gcsx@gloucestershire.gcsx.gov.uk) or Children & Families Help Desk, Block 4, 5 th Floor, Shire Hall, Glos. GL1 2TG

The caller should be notified in writing as to whether a case has been accepted - please chase this if nothing is received within 5 working days

If accepted the referral will lead to an Assessment being commenced to determine whether there is suspected actual harm or likely significant harm.

## Intimate Care

Intimate care is defined as care tasks of an intimate nature, associated with bodily functions, body products & personal hygiene.

This policy is designed to act as a guideline for anyone with responsibility for the intimate care of the children. It outlines the guidelines for best practice.

Only Christ Church Playgroup staff with a full and current CRB/DBS check are able to carry out this sort of care.

Children who are not yet toilet trained will not be excluded from any activity in playgroup.

Intimate care is discussed with all employees during their induction. Staff receive regular supervision & appraisals, which are used to identify any areas for development or further training.

All staff receive safeguarding training. Which is updated every 3 years, every 2 years for the Designated Safeguarding Lead.

All staff wear protective gloves for nappy changes, administering first aid or cleaning a child who has soiled themselves.

Every child is to be treated with dignity & respect. Privacy is ensured appropriate to the child's age and situation. We have separate toilets for the children to use with doors. We stick to the requirement to have 1 toilet per 10 children.

Nappies are changed in the playgroup bathroom on a designated nappy changing unit. This is enclosed enough to give the child privacy, yet is not out of sight of other staff.

The child should be involved as much as possible in his or her intimate care. Allowing the child to be as independent as possible. This can be for tasks such as removing clothing or washing private parts of a child's body. Support the children in doing everything that they can for themselves.

If a child is fully dependant on us, then we always talk to him/her about what you we are doing and giving choices where possible.

An adult who is not familiar to them will never support a child in intimate care.

We are always responsive to a child's reactions.

We try and encourage the child to have a positive body image of his/her own body. Confident, assertive children who feel their body belongs to them are less venerable to abuse.

We make sure the practice of intimate care is as consistent as possible.

The parent is always consulted about the intimate care that is given to their child. i.e. water only.

Children are encouraged to wash their hands after messy play, after using the toilet, before and after eating.

We understand it's a legal obligation to meet the needs of children with any delays in any area of their development. We work in partnership with parents on an individual basis to make reasonable adjustments to meet the needs of each child.

We seek to find out religious & cultural views around intimate care.

If any concerns are made during the intimate care of a child the person must report it, as soon as possible, to the Play Leader. Examples of this are:

- You accidentally hurt a child
- The child seems sore or unusually tender in the genital area
- The child misunderstands or misinterprets something
- The child has a very strong emotional reaction without apparent cause (sudden shouting or crying)

All staff must ensure that they protect themselves by following these guidelines:

- Always tell another member of staff when you are doing a change or accompanying a child to

the toilet

- Always ensure that a child's privacy is protected
- Always ensure that you are visible to other members of staff.
- In some instances, it may be appropriate for 2 members of staff to change a child for example if a child gets very distressed when being changed.
- Always wear protective gloves & aprons and dispose of the nappies appropriately
- Always wash hands thoroughly after supporting a child with intimate care.
- Follow the nappy changing risk assessment. If you have any additions or comments, then let a member of the management team know.

### Physical contact.

At Christ Church Playgroup we care for very young children and there will be times when staff are required to have close physical contact with a child. We understand that children can react differently to physical contact and we respect this. It should always be the child who instigates any sort of physical contact such as cuddles. If a child is very upset, then the adult must ask the child if they want a cuddle. Children should not be kissed by the playgroup staff under any circumstances.

Staff have received training in safeguarding & child protection.

If a child makes an allegation against a member of staff, all necessary procedures will be followed (see Allegations Management Policy) and also [www.gscb.org.uk/handbook](http://www.gscb.org.uk/handbook)

## Allegations Management Procedure

All staff and committee members are encouraged to be part of a safeguarding culture, keeping the welfare of the children as paramount in all that we do. In the event of an allegation or concern regarding a member of staff, volunteer or the committee the following procedure will be necessary (taken from GSCB/Procedures):

If a Professional receives an allegation or has a concern about the behaviour of a member of staff working or volunteering with children and that concern could amount to:

- a member of staff or volunteer has behaved in a way that has harmed a child, or may have harmed a child; or
- Possibly committed a criminal offence against or related to a child; or behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

Then that professional should: -

Report the concern to the most senior person not implicated in the allegation.



Complete a written record of the nature and circumstances surrounding the concern including any previous concerns held. Include where the concern came from and brief details only.



Seek advice before proceeding – Initial Discussion

Always contact the Local Authority Designated Officer for Allegations (LADO) for advice prior to investigating the allegation. This is because it might meet the criminal threshold and so your investigation could interfere with a police or Social Care investigation.

Local Authority Designated officer (LADO) Tel: 01452 426 994

The LADO will offer advice on any immediate action required and will assist with employment and safeguarding issues.



If, after your Initial Discussion with the LADO, it is agreed that the allegation meets the criteria, a multi-agency meeting will be convened and you will be invited. This might result in a criminal investigation, a social care investigation or and/or an investigation to inform whether disciplinary action is required.

OR

If it is agreed that the allegation does not meet the criteria, the LADO will record the initial discussion and send it to you for your records. Any further action will be taken within your setting if necessary.



Further meetings might be required and these will be convened by the LADO with your input at all times. Further information on the Allegations Management process can be found in the

Government Document: Working Together to Safeguard Children 2015 and the South West Procedures. <http://www.onlineprocedures.co.uk/swcpp/procedures/allegations-against-staff/allegation-suspicion-arisen/lado-informed/>

## Prevent Duty

From the 1st July 2015 all schools, registered early years childcare providers and registered later years' childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent Duty.

Here at Christ Church Playgroup we take safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent Duty we will endeavour to:

- Provide appropriate training for staff as soon as possible. Part of this training will enable staff to identify children who may be at risk of radicalisation.
- We will build the children's resilience by promoting fundamental British values and enable them to challenge extremist views.
- We will assess the risk, by means of formal risk assessment, of children being drawn into terrorism, including support for extremist ideas that are part of the terrorist ideology.
- We will ensure staff understand the risks so they can respond in an appropriate and proportionate way.
- We will be aware of the online risk of radicalisation through the use of social media and the internet.
- As with managing our safeguarding risks, our staff will be alert to changes in children's behaviour, which could indicate that they may be in need of help or protection (children at risk of radicalisation may display different signs or may seek to hide their views). The key person approach means we already know our children well and so we will notice any changes in behaviour, demeanour or personality quickly.
- We will not carry out unnecessary intrusion into family life but we will take action when we observe behaviour of concern. The key person approach means we already have a rapport with our families so we will notice any changes in behaviour, demeanour or personality quickly.
- We will work in partnership with our local GSCB for guidance and support.
- We will build up an effective engagement with parents/carers and families (This is important as they are in a key person position to spot signs of radicalisation)
- We will assist and advise families who raise concerns with us. It is important to assist and advise families who raise concerns and be able to point them in the right direction and the right support mechanisms
- We will ensure that our Designated Safeguarding Lead will undertake Prevent awareness training (as a minimum) so that they can offer advice and support to other members of staff.
- We will ensure that any resources used in playgroup are age appropriate for the children in our care and that our staff have the knowledge and confidence to use the resources effectively.

## Early Help

Early Help is about children, young people and families getting the right help at the right time, before issues get worse. All children receive Universal Services however some children will need extra support in order to be healthy, safe and to achieve their potential.

Early help is about providing the right support to potentially vulnerable children, young people and their families as soon as problems emerge or when it is very likely that there will be problems in the future. It is also about providing support at all stages of a child's life; pre-birth, during pregnancy, childhood or adolescence.

The purpose of Early Help is to prevent issues and problems becoming serious and harmful to the child, young person, family and community. When families need this extra support, they need it quickly and to do this, a coordinated multi-disciplinary approach is usually best.

In Gloucestershire, we follow the Graduated Pathway, Early Help and Support for Children, Young People and Families. The flow chart of this pathway is displayed on the notice board in the Lansdown/Bayshill hall.

If you feel you or your family could do with Early Help please see the SENDCo or Designated Safeguarding Lead for more information.

## Achieving Positive Behaviour

We believe that everyone at the Christ Church Playgroup has a right to feel valued, respected and safe. For this to happen in practice, we have a responsibility to behave in ways that enable all of us to feel free to explore and learn without fear of being hindered or hurt. This policy provides guidelines on how to support this vision; it recognises that learning self-regulation and socially appropriate behaviour is a developmental process and that through modelling positive behaviour at all times and managing challenging behaviour appropriately and competently, we can provide for the needs of the individual as well as ensuring the safety and well-being of everyone at the Centre.

We aim to listen to, and acknowledge the views of everyone in playgroup, embracing who we are and where we have come from. In recognition of this, our expectations of behaviour are underpinned by the following values which were agreed by all staff:

- **RESPECT AND RECOGNITION:** to value and celebrate our own and others' contributions and uniqueness, and to show consideration for our own feelings and the feelings of others.
- **FREEDOM AND RESPONSIBILITY:** to enable children and adults to explore and express themselves freely in an environment which supports decision making and opportunities to consider the consequences of our words and actions.
- **INCLUSION:** to provide access to learning for all, taking into account everyone's needs, background and ability, working together to share the same vision and work towards the same goal.
- **HONESTY:** to empower everyone to communicate openly and honestly in their interactions with each other.
- **SAFETY and TRUST:** to help everyone to feel able to express their concerns and fears in an appropriate way and to thrive physically and emotionally in their learning.

### Adult Behaviour Management

Anti-social behaviour of any kind is not tolerated within playgroup. This includes swearing, bullying, physically hurting children or members of staff and any other forms of harm towards others. Persistent anti-social behaviour is discussed and reported to the committee. In the severest of cases, further action may be taken, and may result in expulsion.

### Child Behaviour Management

Children who attend playgroup are all taking steps in learning how to behave appropriately. Many of the things they do are normal for their stage of development and we help them to learn when something is dangerous or harmful to themselves or others, and to make positive choices in their behaviour.

We do this by:

- Noticing and acknowledging positive behaviours.
- Using clear and consistent boundaries across playgroup.
- Explaining the consequences of some behaviours and offering choices.
- Involving the children in problem-solving by using the conflict resolution steps (see Appendix 1 below)
- Sharing information with parents/carers about their children's behaviour both in playgroup and at home (see Appendix 2 below)
- Providing strategies to support turn-taking e.g. using a sand-timer.
- Communicating and modelling positive behaviour, using a variety of strategies and props e.g. Makaton, gestures, visual timetables and puppets
- Recognising and acknowledging feelings to encourage empathy
- Creating an environment that minimises conflict e.g. ensuring there are sufficient resources
- Providing planned opportunities to discuss behaviour and feelings e.g. at circle time.

### Children's Challenging Behaviour:

Staff at playgroup will intervene when behaviour is persistently disruptive or difficult to manage.

We do this by:

- Being clear about the behaviour that is unacceptable
- Supporting the child to think of solutions to put things right.
- Providing time away from the situation to calm down and reflect before talking things through.
- Use of personalised Social Stories
- Working together with parents/carers and families to share strategies and ensure we are giving a consistent message.
- In some cases, involving the SENDCO in setting up a Behaviour Plan or My Plan with specific targets related to behaviour.
- Liaising with other agencies e.g. health visitor, behaviour improvement team, to access further support and advice.

Some behaviours are extremely concerning e.g. racist remarks, inappropriate touching, verbal aggression, persistent harming (of themselves or others), and intentional damaging of property. Incidents such as these will be managed on an individual basis and in a non-judgemental and appropriate way.

This may include:

- Removing the child from the situation.
- Seeking immediate support from other staff members
- Contacting the parent/carer and request the child is taken home.
- On rare occasions: using positive handling techniques for the child's own safety and the safety of others
- Referring to other agencies e.g. Educational Psychology Service, Child and Adolescent Mental Health Service, for further guidance and support.

Physical punishment is never used by the staff and restraint is never used as a punishment, however physical intervention may be appropriate to prevent an accidental injury or damage (common with very young children). If physical restraint is needed, incidents such as this are logged and the parent notified. Wherever possible, playgroup aims to be positive, fair and controlled in the sanctions it adopts and aims to provide an environment in which anti-social behaviour is rarely encountered. Rules as such are kept to a minimum and are as simple as possible, recognising the developmental level and comprehension of the children attending.

### Behaviour and Response

As a setting we acknowledge considerate behaviour such as kindness and willingness to share. We support each child in developing their self-esteem, confidence and feelings of competence. This is promoted in a number of ways:-

- We require all staff, volunteers and students to provide a positive role model of behaviour by treating children, parents and one another with respect, friendliness, care and courtesy.
- We provide clear, consistent rules and boundaries and encourage all children to behave in an appropriate way, respecting and caring for each other, adults around them and the equipment.
- We do not allow running inside playgroup so we give clear instructions, which are phrased positively, and reasons are given. e.g. "Please walk; you could hurt yourself or someone else."
- We help the children to voice their feelings, and to be aware of the feelings of others.
- Rewarding good behaviour – we believe that rewards and praise can be constructive and encourage further effort, one way of achieving this is through the issuing of 'Magic Moments'. Each child needs to feel valued, and praise and approval nurtures good behaviour.
- When children behave in inconsiderate ways, we help them to understand the outcomes of their actions and support them in learning how to cope more appropriately.
- We do not humiliate children by criticising them or by using a "naughty chair." We do have a "quiet chair" (also called a "thinking chair") where they can sit for a few minutes. We ensure that an adult sits with the child during this period and helps the child understand why they are sitting down. We are aware of the lasting harm that can be done by labelling a child.

- Redirect, not confront young children: At the first sign of aggressive behaviour or bullying tactics, the child is told why his or her behaviour is unacceptable. An alternative way of solving the problem is discussed or suggested using language appropriate to the child's understanding. Total communication approaches such as visual pictures or signing is also used to help children to understand the situation.
- All staff, students and volunteers understand what constitutes a physical punishment. Physical punishment **will not** be used at playgroup.
- It is important to let the child know it is the **behaviour** that you do not like, not the child.

## Appendices

### Appendix 1 – Conflict Resolution Steps

#### 1. Approach calmly and with an open mind

Walk over and get down to their level.

#### 2. Acknowledge feelings

Say "I can see you're feeling hurt/cross/upset/angry"

#### 3. Gather information from both sides

Say "What's the problem?"

#### 4. Restate the problem

Say "so the problem is..."

#### 5. Ask for solutions and choose one together

Say "I wonder what we can do to solve the problem/help you feel better?"

#### 6. Be prepared to give follow-up support

Keep an eye out for what happens next and give further support if needed.

With acknowledgement to Rachael Underwood and the High/Scope Educational Research Foundation.

### Appendix 2 – Parent/Carer Involvement

Working in partnership with our parents/carers is integral to the success of this Behaviour Policy. In order for it to work in practice, their contribution is vital.

We will achieve this by:

- Sharing the expectations of behaviour at the playgroup, through informal and formal discussions with individuals and groups of parent/carers.
- Talking to individual parents/carers about all aspects of their child's behaviour on a daily basis.
- Being fair, non-judgemental and consistent when discussing children's behaviour with parents/carers.
- Providing extra support for parents/carers to help manage children's challenging behaviour e.g. through Family Support Services and outside agencies

We hope parents/carers will feel able to:

- Inform us of any relevant changes to their circumstances which may affect their child's behaviour e.g. new baby, moving house, bereavement, divorce, separation or hospitalisation.
- Re-enforce expectations of positive behaviour by talking to their child at home.
- Actively support staff at playgroup in implementing positive behaviour strategies.
- Be a positive role-model for their child

## Anti-Bullying Policy

### What is bullying?

Bullying is not always easy to define, but according to Dan Olweus, an expert in the field of prevention of bullying, he says it should include:

- Physical – pushing, kicking, hitting, pinching and other forms of violence or threats.
- Verbal – name calling, sarcasm, spreading rumours, persistent teasing
- Emotional – excluding, tormenting, ridicule or humiliation
- Racist – Racial taunts, graffiti or gestures
- Social – unwanted physical contact or abusive comments
- Homophobic – any hostile or offensive action against lesbian, gay males or bisexuals or those perceived to be these above.

All of the above forms of bullying cannot just be delivered on a personal, face to face basis, but also by using existing and new technology, known as cyber bullying. We can sum up bullying as actions taken by one or more people with the deliberate intention of hurting another person (in any of the above ways).

Bullying is about a pre-meditated act, which relies on a stage of cognitive development in order to think the process through.

### Aims and Objectives

- Bullying is wrong and is damaging to individual people. Christ Church Playgroup proactively implements policies and procedures to prevent this, by developing a playgroup in which bullying is regarded as unacceptable.
- We aim to deliver a safe and secure environment where all children can play and learn without fear or anxiety.
- This policy aims to produce a consistent response to any bullying incidents that may occur.
- We aim to make all those connected with the playgroup aware of our opposition to bullying and staff have a responsibility to eradicate bullying in our setting.
- We do not tolerate any kind of bullying as stated above on any grounds whatsoever, and support all parties involved to gain a full understanding of our ethos.

### Rough and Tumble Play

The Pre-School Learning Alliance has acknowledged and highlighted the need to recognise rough and tumble play as distinct from inappropriate or aggressive behaviour. Television or films, which include superheroes, often influence young children or weapon play and they will mimic this behaviour through their play. We endorse the following strategies to manage this kind of play:

- Recognise that this is pro-social play rather than aggressive
- Set boundaries for the games to be set out in
- Use planning opportunities to discuss the concept of 'good' and 'bad'.
- Support the play to find alternative solutions to weapon play, exploring different scenarios.

### Hurtful Behaviour

Very young children are 'egocentric' which means that they put their own feelings before others, and even the most considerate child will have the occasional outburst due to frustration, anger or over exuberance. We acknowledge that this is a developmental area that needs to be nurtured and supported and that very young children do not intentionally wish to cause hurt. If hurtful comments are made, our strategies are:

- To recognise that very young children are not always able to manage their own feelings and deliver them appropriately
- Assist in this management to support their biological and cognitive development.
- Offer support to both parties and to discuss the issues through play, story times and circle time activities.

### Anti – Bullying Procedure

#### *The role of the Behaviour Manager:*

- It is the responsibility of the Behaviour Manager to implement the playgroup anti-bullying strategy and to ensure that all staff (paid/unpaid) are aware of the policy and know how to deal with incidents of bullying.
- The Behaviour Manager ensures that all children begin to learn that bullying is wrong and that it is unacceptable behaviour in playgroup. The Behaviour Manager draws the attention of everyone to this fact through staff meetings and monitoring that this is being implemented on a regular basis.
- The Behaviour Manager sets the playgroups climate of mutual support and praise for successes, so making bullying less likely. When people feel they are important and belong to a friendly and welcoming setting, bullying is far less likely to occur.

#### *The role of staff:*

- Staff in the playgroup take all forms of bullying seriously and intervene to prevent incidents from taking place. A record is kept of all incidents of bullying that happen in the playgroup and these are shared with the Play Leader.
- If staff witnesses an act of bullying they will do all they can to support the person or persons who are being bullied. If a child is being bullied over a period of time, then, after consultation with the Play Leader, the key worker informs the child's parent.
- For all incidents of bullying, a behaviour management form should be completed. We record all incidents of bullying that occur within the setting.
- If practitioners become aware of any bullying taking place between members of a group, we deal with the situation immediately. This will involve supporting all parties to understand that this is not acceptable, to be bullied, to be the recipient of bullying, and that we will deal with the situation very seriously. If the patterns repeat of bullying the child's parents should be asked to meet with the Play Leader.

#### *The role of parents:*

- Parents, who are concerned that their child might be being bullied, or who suspect that their child may be the perpetrator of bullying, should contact the Play Leader immediately.
- Parents have a responsibility to support Christ Church Playgroups anti bullying policy and actively encourage their child to be a positive member.
- Parents are expected to help develop their child's social skills at all times, in support of the playgroups ethos.

## Special Educational Needs and Disability

We welcome the inclusion of all children whatever their individual needs may be. All children have the right to achieve and develop to their full potential. We believe that having an inclusive policy benefits all children, and is a positive experience that reflects the diversity of our community. At Christ Church Playgroup we aim:

- To value all children equally and to provide opportunities for equal access to the curriculum.
- To plan our curriculum to meet the needs of individual children.
- To recognise that some children will need additional support to ensure access to the whole curriculum
- To recognise the importance of early identification and assessment of children with additional needs, and work within the code of practice.
- To work in partnership with parents, valuing their views and knowledge and keeping them fully involved in their child's learning experience.
- To work collaboratively with other agencies to meet the child's individual needs where necessary.

To ensure this is all coordinated we have a SENDCO.

### The role of the SENDCO:

- To support the children with practical measures
- To monitor and review the practical intervention
- To support other members of staff
- To co-ordinate the planning for individual needs
- To liaise between the setting and any other professionals involved
- To liaise with, and support parent's
- To attend training as necessary to keep up to date with policies and current issues, and share this information with all staff.

### Admission arrangements:

Christ Church Playgroup is committed to working with all children to meet individual needs. We will not exclude any child on the grounds of their additional needs, and will strive to meet their needs and remove any barriers that may arise.

### Identifying Special needs and Early Intervention:

All children are given time to settle in and become familiar with their new surroundings and routines. If staff have any concerns about a child they will pass these on to the SENDCO, who along with the key person will observe the child and assess their needs.

Staff will work together in partnership with parents to formulate strategies to support the child. The SENDCO will take the lead in co-ordinating any additional support for individual children, and will implement the graduated response as stated in the DfEE special educational needs code of practice.

If a child requires interventions that are additional or different to those offered to all children at each session in order to access the curriculum they will be put on the Graduated Pathway, Early Help and Support for Children, Young People and their families. The flow chart of this pathway is displayed on the notice board in the Lansdown/Bayshill hall.

For every child with a Special Educational Need we will devise a structured programme to meet the child's needs.

### Transitions:

When children move on to another setting we pass on information and records to make the transition

as seamless as possible. We would also arrange visits for the child and other professionals e.g. teachers if necessary to help with the transition.

#### Evaluation of special needs policy

We will, along with all staff, evaluate our policy every six months or as the need arises, to ensure our policy and practice is effective. Any complaints surrounding our practice and provision of children with additional needs should be addressed using the complaints procedure in our policy document.

If you require any additional information on any area of our Special Needs Policy, please feel free to speak to the SENDCO who will be glad to answer any questions you may have.

## Looked after Children

Christ Church Playgroup is committed to providing quality provision based on equality of opportunity for all children and their families. All staff are committed to doing all they can to enable 'looked after' children in their care to achieve and reach their full potential.

In playgroup, an emphasis is placed on promoting children's right to be strong, resilient and listened to. The policy and practice guidelines for looked after children are based on these two important concepts, attachment and resilience. The basis of this is to promote secure attachments in children's lives as the basis for resilience. These aspects of well-being underpin the child's responsiveness to learning and are the basis in developing positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

### Principles

- The term 'looked after child' denotes a child's current legal status; this term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
- A place may be offered to two-year-old children. In such cases, the child should have been with the foster carer for at least two months and show signs of having formed a secure attachment to the carer and where the placement in the playgroup will last a minimum of three months.
- Funded places for three and four year olds who are in care are offered to ensure they receive their entitlement to early education. It is expected that a child will have been with a foster carer for a minimum of one month and formed a secure attachment to the carer. The placement in the playgroup should be expected to last a minimum of six weeks.
- 'Stay and play' provision will be offered for a child who is two to five years old who is still settling with their foster carer, or who is only temporarily being looked after.
- Where a child who normally attends the nursery is taken into care and is cared for by a local foster carer the placement will continue to be offered for the child.

These procedures are written in line with current guidance Early Years Foundation Stage – (EYFS). The Play Leader is responsible for ensuring all staff understand and follow these procedures.

### Procedures

- The designated person for looked after children is the designated safeguarding lead.
- Every child is allocated a key person. This is no different for a looked after child. The safeguarding lead ensures they have the information, support and training necessary to meet the looked after child's needs.
- The designated person and the key person liaise with agencies, professionals and practitioners involved with the child and his or her family and ensures appropriate information is gained and shared.
- The Play Leader recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parents or foster carer's role in relation to the Play Leader without prior discussion and agreement with the child's social worker.
- Observations about communication, interests and abilities will be noted to form a picture of the whole child in relation to the Early Years Foundation Stage 6 areas of learning.
- Concerns about the child will be noted in the child's file and discussed with the foster carer.
- Transition to school will be handled sensitively and the designated person and or the child's key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child's birth parents.

## Key principles for Adults at Christ Church Playgroup

- Understand and follow all policies and procedures
- Listening
- Empathising
- Communicating
- Trusting each other
- Taking responsibility
- Being sensitive
- Having patience
- Having respect
- Developing interpersonal skills
- Being self-aware
- Remembering you are part of a team

Adults working or helping at playgroup will need to:

- Have common aims
- Be professional
- Listen to each other
- Be prepared to negotiate
- Develop a common ethos
- Be respectful of each other's viewpoints
- Abide by policy decisions
- Take advantage of training opportunities and disseminate this within the team
- Commit to always trying to improve upon previous best

All playgroup staff, volunteer helpers and committee members **MUST** remember that:

- It is important never to gossip about any child or adult in the group
- It is important never to discuss one adult with another
- It is important not to make value judgements about any child or adult involved in the group
- Some information will need to be shared with the whole staff, e.g. diet, allergy, religious issues.

If you are not sure if information needs to be kept confidential, check with the Play Leader before you discuss it with other members of staff/ committee members/ volunteer helpers.

## Volunteer and Parental Involvement

The Early Years Foundation Stage seeks to provide “Partnership working between practitioners and with parents or Carers”.

We believe that children benefit most from early years’ education and care when parents and carers and settings work together in partnership.

Our aim is to support parents and carers, as their children's first and most important educators by involving them in their children's education and in the full life of the setting. We understand that some parents are less well represented in early years’ settings; these include fathers and parents who live apart from their children but, as a setting, understand that they all play a part in the children's lives, as well as working parents.

When we refer to ‘parents’ we mean both mothers and fathers; these include both natural or birth parents as well as step-parents and parents who do not live with their children, but have contact with them and play a part in their lives. ‘Parents’ also includes same sex parents as well as foster parents.

In carrying out the following procedures, we will ensure all parents and carers are included:

- Parents are always made to feel welcome in the playgroup and are greeted appropriately.
- We have an “open door” policy that encourages parents to come and see us at any time for an informal discussion.
- We work to ensure all parents are included. This may mean we have different strategies for involving fathers or parents who work or live apart from their children.
- We make every effort to accommodate parents who have a disability or impairment.
- We consult with all parents to find out what works best for them.
- We ensure on-going dialogue with parents to improve our knowledge of the needs of their children and to support their families.
- We inform all parents about how the pre-school is run and our policies and procedures through access to written information, our website and through regular informal communication.
- Information about a child and their family is kept confidential at pre-school. The exception to this is where there is cause to believe that a child may be suffering, or is likely to suffer, significant harm, or where there are concerns regarding child’s development that need to be shared with another agency. We will seek parental permission unless there are reasons not to in order to protect the safety of the child.
- The expectations that we make on parents are made clear at the point of registration.
- We seek parents’ views regarding changes in the delivery of our service.
- We let all parents know the range and type of activities and experiences provided for children, the daily routines of the playgroup and how parents can share learning at home.
- We inform parents about staff deployment through emails and newsletters.
- We encourage and support parents to play an active part in the management of the playgroup by inviting them to join the Committee.
- We invite all parents to attend our Annual General Meeting (AGM).
- We encourage parents to become involved in the social and cultural life of the playgroup and actively contribute to it.
- As far as possible our service is provided in a flexible way to meet the needs of parents without compromising the needs of children.
- Our key persons meet with parents to discuss their child’s progress and to share concerns if they arise.
- Where applicable, our key persons work with parents to carry out an agreed plan to support special educational needs.
- Where applicable, our key persons work with parents to carry out any agreed tasks
- where a Protection Plan is in place for a child.

- We involve parents in the shared record keeping about their child by sending home the learning journeys on a regular basis and asking parents to contribute to it.
- We ensure parents have access to their children's written developmental records.
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the playgroup by sharing in a "Parent Helper Rota". This is purely voluntary but the benefits of having all families involved in the running of the preschool are emphasised.
- We involve parents in the celebrations we have at playgroup by inviting them to join in with events organised around special festivals and occasions.
- We ask parents to share their knowledge on cultural celebrations, their skills and hobbies with the children as part of our EYFS topics.
- We extend a warm invitation for parents to join us on our playgroup outings.
- We encourage parents to volunteer their time to be involved in the general maintenance of the building and garden.
- When sourcing external services, we always look to contract small jobs and projects to parents with suitable skills or local tradesmen.
- We encourage all parents and families to actively support our fundraising efforts.
- We hold meetings in playgroup to ensure that they are accessible for all.
- We welcome the contributions of parents; in whatever form these may take.
- We carry out an annual parent feedback questionnaire.
- We inform all parents of the systems for registering queries, complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure.
- Where possible, we let parents know when an Ofsted inspection is taking place. After an Ofsted inspection takes place, we provide a copy of the report to parents and carers.

For all volunteers who serve on the committee or have continuing involvement with the children, playgroup will obtain a CRB/DBS check. Parents/carers and volunteers who do not have CRB/DBS clearance are not permitted to take children to the toilet or to be unattended with a child, other than their own.

Parents/carers who act as volunteers will be made aware of the adult behaviour policy.

Whilst helping, all parents/carers are expected to follow the behaviour policy (achieving positive behaviour) with their own child in the session and respect the confidentiality of each and every child.

## **Requirements of Staff and Committee Members**

All staff and committee members will be subject to checks via the Disclosure and Barring Service (DBS). No member of staff, committee member or volunteer will be left alone with a child until these checks have been completed. However, there will always be at least two members of staff (one can be a volunteer or a committee member) with a child, no child will be left alone with only one adult present.

New members of staff will be subject to interview, acceptable references and work for a probationary period. Staff members are contractually obliged to notify the Play Leader of any criminal charges or convictions they receive whilst employed at playgroup. They are also asked as part of the appraisal and supervision process. The Play Leader will record any such convictions or charges on staff records and will make the decision as to whether it affects the employment of that staff member.

## Staff Code of Conduct

Our staff are all expected to:

### Care

1. Supervise the children at all times
2. Be aware of the children's safety and needs
3. Ensure there are plenty of stimulating educational and fun activities
4. Respond to the individual needs and demands of the families to the best of your abilities
5. Treat equipment and resources with care and respect; as if they were your own
6. Be accountable and take responsibility for your actions

### Quality

1. Reflect on your own work; identify your strengths and weaknesses
2. Build upon your strengths and improve upon your weaknesses
3. Enhance the playgroup and care given in any way you can
4. Provide constructive feedback and ideas to help improve Christ Church Playgroup
5. Seek to improve yourself and your skills

### Commitment

1. Be prepared and willing to 'go the extra mile'
2. Be enthusiastic towards your job, parents, children and other team members
3. Be reliable, with minimal absences and put yourself in the 'shoes' of others
4. Ensure the highest quality of care to the children and safeguard their environment
5. In line with the Statutory Framework, (Personal Development) Christ Church Playgroup expect each member of staff to do a minimum of 3 professional development sessions (workshops etc.) a year, as well as First aid and Safeguarding when it is required. In the exception that you are doing a long term course i.e. level 2 or 3 in childcare, a minimum of 1 professional development session a year is expected.

### Trust

1. Act with honour and integrity. Be honest, truthful and open
2. Uphold the trust placed in you by families by respecting their individual requests and demands, and providing the highest standard of care
3. Uphold the trust placed in you by fellow team members - look out for, and after them and do your fair share of work

### Teamwork

1. Be mindful and proactive in observing and protecting the safety of your colleagues and those in your care.
2. Support fellow team members - ensure no one person is doing all the work and help other team members if they require it
3. Be friendly and considerate – remember each individual is unique
4. Work together to ensure the best possible outcome of those in your care
5. Communicate with parents and carers

## **Staff Behaviour Policy**

Staff are expected to adhere to the following behaviour code:

- Staff are expected to behave in a polite and courteous manner towards children and their families, as well as colleagues and other professionals who use the playgroup.
- Staff will maintain a professional approach at all times.
- Staff will not smoke on the premises (visitors and families will also be informed that we have a 'no smoking policy' at the playgroup and be asked to respect this).
- Staff will not come to work under the influence of alcohol or drugs including prescribed medication that may hinder their ability to work safely within the playgroup.
- Staff will respect the views and opinions of all persons who use our setting and value diversity.
- At all times staff will adhere to and follow the policies and procedures laid down by the Playgroup Committee.
- Staff will respect all areas of confidentiality at all times.
- Staff will respect the opinions and diversity of all families, children, colleagues, visitors and associates.
- Staff are recognised as representatives of the Playgroup and as such will act appropriately and not by association, bring the reputation of themselves or the playgroup into disrepute.

## Social Networking Policy (Staff and Committee)

Christ Church Playgroup realises that social networking has now become an integral part of everyday life and that many people enjoy membership of social network sites such as Facebook or Twitter. However, we are also aware that these sites can become a negative forum for slander, victimisation and bullying and care must be taken not to breach our confidentiality policy or to offend anyone when using these sites.

This policy has been designed to give staff members clear guidelines as to what we, at Christ Church Playgroup, expect of our staff and committee when accessing these sites.

This policy includes, but is not limited to, the following specific technologies:

- Personal Blogs
- LinkedIn
- Twitter
- Facebook
- my space
- Personal web sites

When using social networking sites staff/committee members should give careful consideration to the following:

- Personal blogs should have clear disclaimer that the view expressed by the author of the blog is the authors alone and does not represent the view of the playgroup
- Information published on personal blogs is subject to the settings confidentiality and data protection policies.
- All postings and photographs on any blogs, forums and social networking sites are subject to the settings confidentiality and data protection policies.
- Always be respectful to other users of the social network community
- Social media activities should not interfere with work commitments
- An individual online presence reflects on the setting. Staff must be aware that their actions captured via images, posts or comments can reflect on the setting

Staff are not permitted to post anything about the children or families attending the setting past or present, or members of staff on their personal pages

Staff should be aware that any disrespectful comments may be seen as libellous

It is also reminded to all staff that becoming 'friends' with parents on social media is not encouraged.

Any employee who becomes aware of social networking activity that would be deemed distasteful should make the play leader or chair aware by implementing the whistle blowing police.

Any breaches of this policy will be subject to the settings disciplinary procedure.

## Maternity and Adoption Policy

We follow the government's guidance for this policy.

### Maternity

In order to claim the right to any level of maternity leave and/or pay, you are required to:

- Advise Playgroup of the fact that you are pregnant.
- Provide medical evidence from a registered practitioner or midwife stating the expected week of confinement (EWC)
- Provide written notice of when you intend to start taking maternity leave and/or pay by the end of the 15<sup>th</sup> week before the EWC.

The Play leader will provide full details of what you are required to do and your entitlements, including the obligation to take at least two weeks maternity leave following the birth of your child.

We request that you notify the play leader or Chair of your pregnancy as early as possible. Following notification, you will receive confirmation of your maternity entitlements. You can check your maternity entitlement on the Government website.

By informing us as early possible we can also make arrangements for your safety at work during your pregnancy. Christ Church Playgroup is committed to protecting the health and safety of all new and expectant mothers (staff who are pregnant, have given birth within the past six months, or are breastfeeding).

### 'Keeping in touch' days

Once your baby has been born, you may carry out up to 10 days work for playgroup during your statutory maternity leave period without bringing your maternity leave to an end. The purpose of this provision is to allow you to 'keep in touch' with the workplace. Work includes any work done under the contract of employment and may include training or any activity aimed at keeping in touch. Any work carried out in the course of the day constitutes one days work.

### Adoption

Adoption leave and pay will be available to:

- Eligible employees who adopt
- One member of a couple where a couple adopt jointly (the couple may choose which partner takes adoption leave)

The other member of a couple who are adopting jointly, or the partner of an individual who adopts a child, may be entitled paternity leave and pay. Paid adoption leave and paid paternity leave are available where an approved adoption agency notifies the adopter of a match with a child. To qualify for adoption leave, you must:

- Be newly matched with a child for adoption by an approved agency (adoption leave and pay are not available in circumstances where a child is not newly matched for adoption, for example, when a step parent is adopting a partners child.)
- Have worked continuously for playgroup for 26 weeks leading into the week in which you are notified of being matched with a child for adoption.

During your adoption leave, you may be entitled to Statutory Adoption Pay. If you have average weekly earnings below the lower earnings limits for national insurance purposes, you will not qualify for statutory adoption pay. Those who do not qualify can obtain information about additional financial

support from the local job centre plus.

You will be required to inform playgroup of your intention to take adoption leave within 7 days of being notified by the adoption agency that you have been matched with a child for adoption, unless this is not reasonably practicable. You will need to inform the playgroup when:

- When the child is expected to be placed with you
- When you want your adoption leave to start
- The date you expect payments of Statutory Adoption Pay to start, at least 28 days in advance, unless this is not reasonably practicable.

You are also required to provide playgroup with a matching certificate from your adoption agency as documentary evidence of your entitlement to Statutory Adoption Pay. The Play leader can also ask for this certificate as proof of entitlement to adoption leave. It is your responsibility to ask the adoption agency for a completed matching certificate.

## Staff Sickness/Absence

Christ Church Playgroup recognises that employees may be absent from the organisation for a variety of reasons. To ensure that all staff are treated in a consistent and equitable manner, this document provides the framework for dealing with such circumstances.

Absence: whether due to illness or any other circumstances is defined (for the purpose of this document) as the non-attendance of workers when they are contracted to attend.

### Procedures

- Any sickness/absence should be reported to the Play Leader by 7.30am, by telephoning her personal mobile (all staff should take a note of this) giving a clear indication of the nature of the illness/absence and a likely return date. (It is the responsibility of the staff member to ensure their absence has been received by the manager- so a left message or text is not acceptable).
- The Manager should report any sickness/absence to the Deputy Play Leader or in his/her absence to the Chair by 7.45 am. They are then required to make every effort to ensure cover for the Playgroup.
- Sickness absence which exceeds seven days requires an employee to obtain a 'Fit Note' from their GP.
- A 'Return to Work Discussion' with Manager will take place after each period of sickness/absence. This is to establish the reason for and cause of the absence, to consider whether there is anything the manager or organisation can do to help and to confirm that the employee is fit to return to work.
- The Play Leader 's Return to Work Discussion' should take place with the Chair or another Committee member, as nominated by the Chair.
- A more formal review will be triggered by: frequent short-term absences e.g. three periods of absence in a six-month period; or after any long term absence.
- Absences of one to three days will be considered as 'short term' absence.
- Absences of four days or more will be considered as 'long term' absence.
- If an explanation for absence is not forthcoming or is considered to be unsatisfactory, disciplinary procedures will apply.
- All records relating to staff absence/sickness will be stored confidentially and securely.

### Sick Pay

Normal statutory sick pay applies. Please refer to your individual contract of employment.

### Disability

Absence relating to disability will be recorded separately from sickness records. We work within the framework of the 'Equality Act 2010' to ensure an inclusive and anti -discriminatory approach.

### Time Off for Dependents

In emergencies where normal childcare arrangements break down or where an employee is primarily or solely responsible for a child, dependent relative or partner who becomes ill or incapable, then an employee can request up to two days leave to organise appropriate care. This leave will be unpaid and the request should be made to the Play Leader as soon as a problem is identified

### Time off for Medical Appointments

Where possible, appointments for Doctor, Dentist, Optician, Hospital etc. should be made outside of normal working hours.

### Bereavement/Compassionate Leave

Please refer to individual contract of employment.

### Annual Leave/Holiday Entitlement

Please refer to individual contract of employment.

For further guidance on all matters relating to sickness and absence, including your rights as an employee and the relative legislation please refer to guidance found at [www.acas.org.uk](http://www.acas.org.uk) and/or [www.direct.gov.uk](http://www.direct.gov.uk). These sites were also used as a point of reference/guidance in the process of creating this document.

## Supervision Policy

The revised EYFS Statutory guidelines 2014 states

*“Providers must put appropriate arrangements in place for supervision of staff who have contact with children’s and families. Effective supervision provides support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvements which encourages the confidential discussion of sensitive issues”.*

(EYFS 2014 3.21)

We use staff meetings to provide the opportunity for team discussion and reflection on current events, including sharing ideas, expertise and strategies in order to support individual children and their families. To ensure that staff have the opportunity to reflect on their own individual strengths and needs in order to fulfil their role to the very best of their ability, we will have termly supervision members for each member of staff and also annual appraisals. These can be requested by any staff member, the Play Leader or Chair of the committee, or planned as a matter of course.

At playgroup supervision sessions, we will provide the opportunity for staff to:

- Discuss any issues – particularly concerning children’s development
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Talk openly about their role and any challenges they have had
- Consider possible next steps and agree actions to be taken (for example attending training)

Supervision will be carried out in a number of ways:

- Formal supervision meeting once a term (3 times a year) for all staff
- Informal discussions at staff meetings
- Annual staff appraisals

Who will be responsible for supervision?

- The supervision of the playgroup assistants will be carried out by the Play Leader or the Deputy.
- The supervision of the Deputy will be carried out by the Play Leader.
- The supervision of the Play Leader will be carried out by the Deputy. In addition, supervision of the Play Leader may also be carried out by the Chair of the committee.

Formal supervision sessions will:

- Be organised in advance/date set to suit both parties
- Meetings will be well structured with opportunity for contribution from both parties
- Cover areas set out in supervision policy
- Meeting notes will be recorded and then typed with a copy kept on file and a copy for the staff member to keep. Both copies to be signed by Play Leader (or Deputy where relevant) and staff member
- Targets or actions set out at the meeting are expected to be actioned promptly by both parties

## Compliments and Complaints

### Recording a Compliment

Any compliment, verbal or written, about our playgroup would be very welcome and very helpful to us. It is good to know if and when we are exceeding expectations. We have a comment box on our parent table in the foyer and value any feedback from parents/carers or other community members. We also issue annual questionnaires and feedback requests and utilise the comments and suggestions to plan forward for new improvements. We also appreciate parents recommending our setting.

### What is a Complaint and the Complaints Procedure?

The NSPCC provides this explanation: "...when you want to let (us) know that you think we have done something wrong, or haven't done something that we should have, that you are not being treated fairly and you want something to change or stop."

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

This policy constitutes the settings formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Play Leader will be responsible for managing complaints. If a complaint is made against the Play Leader, the Chair will conduct the investigation. All complaints made to staff will be recorded in detail on an Incident Form.

### Stage One

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

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Play Leader should be approached and they will try to resolve the problem.

If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

### Stage Two

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

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

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

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

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

### Stage Three

If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the settings response will be passed to the Chair Person who will adjudicate the case.

The Chair will communicate a detailed response, including any actions to be taken, to both the Play Leader and the parents/carers concerned within 15 working days.

Chair's details:

Rev Tim Mayfield, Christ Church, Cheltenham, GL50 2JH

Phone – 01242 515983

Email – Tim.mayfield@btinternet.com

### Stage Four

If the complainant is still not satisfied, they should contact OFSTED.

OFSTED details:

OFSTED Complaints, Piccadilly Gate, Store Street, Manchester, M1 2WD

Helpline – 08456 404040

Complaints Line – 08456 014772

## Whistleblowing Policy

Christ Church Playgroup is committed to being open, honest and accountable. It encourages a free and open culture in its dealings between the Management and workers.

This Policy aims to help Management, members of staff and volunteers to raise any serious concerns they may have about colleagues or their employer with confidence and without having to worry about being victimised, discriminated against or disadvantaged in any way as a result.

It is written in the context of the Public Interest Disclosure Act 1998, which protects employees who 'blow the whistle' on malpractices within their organisation.

### What types of concerns?

The Policy is intended to deal with serious or sensitive concerns about wrongdoings, such as the following:

- A criminal offence
- Failure of a safeguarding procedure
- A failure to comply with any legal obligation
- A miscarriage of justice
- Unauthorised use of the organisation's money
- Breaches and abuses of the organisation's policies.
- Fraud or corruption
- The mistreatment of service users (or concealment of the above)

It is not necessary for individuals who raise the concern to prove the wrongdoing that is alleged to have occurred or is likely to occur. However, if an individual knowingly or maliciously makes an untrue allegation (e.g. in order to cause disruption within the Organisation), the setting will take appropriate disciplinary action against them. It may constitute gross misconduct.

Individuals should note that they will not be protected from the consequences of making a disclosure if, by doing so, they commit a criminal offence.

This Policy does not deal with any complaints staff may have about their employment. This should be dealt with through the Grievance Procedure.

### How to raise a concern in the workplace

Individuals should, in most cases, first report their concern to the Play Leader, who is the Whistle Blowing Officer and is expected to respond to the matter. If the matter concerns the Play Leader, it should be raised with the Chair.

Individuals are encouraged to raise their concerns in writing where possible, setting out the background and history of their concerns (giving names, dates and places where possible) and indicating the reasons for their concerns.

Employees may wish to seek the assistance of their trade union representative, if they have one, before raising the concern. The trade union representative may, where the employee so desires, raise the concern on behalf of the employee. Employees may also invite a trade Union representative or colleague to be present during any meetings or interviews about the concerns they have raised.

If any individual is unsure about whether to use this procedure, or they want independent advice at any stage, they should contact:

Ofsted whistleblowing on 0300 1233155 or email: [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk) or their trade union (if applicable)

Ofsted will be able to advise you on how and with whom to raise a concern about malpractice.

Disclosures made to a legal advisor in the course of obtaining legal advice will be protected under the Public Interest Disclosure Act.

### Protecting the individual raising the concern

If an individual raises a concern which they believe to be true, Christ Church Playgroup will take appropriate action to protect the individual from any harassment, victimisation or bullying.

Employees who raise a genuine concern under this policy will not be at risk of losing their job, nor will it influence any unrelated disciplinary action or redundancy procedures.

The matter will be treated confidentially if the individual requests it and their name or position will be not being revealed without their permission unless the setting has to do so by law. If, in other circumstances, the concern cannot be resolved without revealing the individual's identity, the Whistle Blowing Officer will discuss with the individual whether and how to proceed. Concerns raised anonymously tend to be far less effective but the Whistle Blowing Officer will decide whether or not to consider the matter taking into account:

- The seriousness of the matter
- Whether the concern is believable
- Whether an investigation can be carried out based on the information provided

#### How Christ Church Playgroup will deal with the concern

How the concern will be dealt with will depend on what it involves. It is likely that further enquiries and/or investigation will be necessary. The concern may be investigated by Christ Church Playgroups Whistle Blowing Officer and the Chair, through the disciplinary process, or it may be referred to the police, other agencies like The Referral and Assessment Team of the Local Authority, OFSTED, an external auditor or an independent investigator.

It may be necessary for the individual to give evidence in criminal or disciplinary proceedings.

Christ Church Playgroup will give the individual feedback on the progress and outcome of any investigation wherever possible. If the suspicions are not confirmed by an investigation, the matter will be closed. Staff will not be treated or regarded any differently for raising the concern and their confidentiality will continue to be protected.

## Handling Discipline at Playgroup, The Informal Resolution

For minor issues, a quiet word with the employee in private might be all that is needed. In these circumstances, the Play Leader or the Deputy if appropriate, will quickly and confidentially raise the issue with the staff member. By identifying the issue and letting them know you have noticed and are concerned may be all that is required to get them back on track. We will encourage a two-way discussion and reach agreements in how conduct or performance may be improved.

A Performance Improvement Plan may be completed if the Play Leader, or deputy, feel it is appropriate.

Staff meetings, termly supervision (see also Supervision Policy) and annual appraisals also serve to resolve issues and performance on an informal basis.

If, however, the employee has failed to improve on their performance and/or conduct as a result of the advice given then the Formal Disciplinary Procedure will be applied.

Before instigating the disciplinary procedure, it will be necessary for playgroup to begin an investigation to establish the facts of the case.

The Play Leader and/or Management Committee should carry out the necessary investigations, to establish the facts of the case. In some cases, this will require the holding of an investigatory meeting with the employee before proceeding to any disciplinary hearing. In others, the investigatory stage will be the collation of evidence by the employers for use at the disciplinary hearing. Where a witness provides a statement during an investigation, they should be made aware that their statement may be used in a disciplinary hearing and they might therefore be required to attend the hearing in support of their evidence.

Prior to the disciplinary meeting the management of the setting will send to the employee in writing an outline of the unsatisfactory performance issues or concerns and details of any alleged conduct or characteristics which have led to the following of the settings disciplinary procedure. This letter will also state the possible consequences. The following may happen whilst the disciplinary procedure is being followed, depending on the nature of the issues or concerns:

- An employee may be suspended from work on full pay while a disciplinary offence is investigated
- The period of suspension will be kept as brief as possible, normally for no more than 5 working days
- Whilst on suspension the employees contract of employment will be deemed to continue
- The employee will not be entitled to access the settings premises or any IT systems or paperwork without the prior written consent of the settings management.

## Handling Discipline at Playgroup, The Formal Disciplinary Procedure: The Three Stage Process

### Stage 1 – Formal Verbal Warning

If, despite informal discussions, the employee's conduct or performance does not meet acceptable standards, the Play Leader and/or the Management Committee will give the employee a formal verbal warning. The employee will be told:

- The reason for the warning
- That this warning is the first stage of the disciplinary procedure
- That there is a right of appeal

A brief written record of the warning is kept with the employee's personnel file, but this should lapse after 6 months providing the employee's conduct and performance has been satisfactory.

### Stage 2 – Written Warning

If there is no improvement in standards, or if a further offence occurs, a written warning will be given. This will state the reason for the warning and a note that, if there is no improvement after 3 months a final written warning will be given. A copy of this first written warning will be kept on file but the warning will lapse after 6 months' subject to satisfactory conduct and/or performance.

### Stage 3 – Final Written Warning

If conduct or performance remains unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning, then a final written warning will be given, making it clear that any recurrence of the offence or other serious misconduct within a period of 6 months will result in dismissal. A copy of the warning will be kept on file but the warning will normally lapse after 6 months' subject to satisfactory conduct and/or performance.

### Dismissal

If there is still a failure to improve, or where the conduct or performance is sufficiently serious, the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension or transfer. The employee will be provided, as soon as reasonably practical, with written reasons for dismissal, the date on which the employment will terminate, as well as the right of appeal. The decision to dismiss will be confirmed in writing. In cases of gross misconduct, the employee will normally be dismissed without notice or pay in lieu of notice. In exceptional circumstance, or if there are any genuine mitigating circumstances, the alternative disciplinary action may be taken.

### Appeals

Once the disciplinary procedure has been initiated the employee has the right, at any stage, within the organisations agreed time scale, to appeal against it. Appeals must be made in writing and clearly state the reasons for the appeal. A meeting should be convened between the employer and the employee. The employee may be accompanied to the appeal meeting e.g. by a committee representative or a work colleague agreed in advance with the setting. After the appeal meeting, the employer must inform the employee in writing of the appeal decision. The employer's decision following an appeal meeting is final and the employee has no further rights to an internal appeal.

## **Employee Grievance Procedure and Appeal Process**

The aim of this procedure is to enable employee grievances to be dealt with fairly, justly and equally.

Playgroup strives to ensure, as detailed above that regular communication ensures that employee concerns or issues are dealt with quickly and in an informal manner. On the occasion that an employee's grievance cannot be dealt with in this matter then the following Standard Grievance Procedure (the 3 step process) will apply:

### **Step 1: Put in writing:**

The employee must send a written explanation of their grievance to the Play Leader stating the basis for their complaint.

### **Step 2: Meet and discuss:**

The Play Leader and/or the Management Committee will invite the employee to a meeting to discuss the issue (the employee should take all reasonable steps to attend). After the meeting, the Play Leader and/or Management Committee must inform the employee of their decision and offer the employee the right to appeal. The employee will be notified of their right to be accompanied to this meeting.

### **Step 3: Appeal**

If the employee wishes to appeal he/she must inform the Play Leader, who must then arrange a second meeting to hear the appeal. The Play Leader must inform the employee of the outcome of the appeal, in writing after the meeting. It must be made clear to the employee that this decision is final.

## Safer Recruitment

At Christ Church Playgroup the safety and well-being of all children, families and staff are of prime importance to us. When recruiting for staff, whether it be for a paid or voluntary position, we will endeavour to recruit safely and responsibly, following the NSPCC guidelines on safer recruitment.

When advertising for staff we will indicate that thorough checks will take place in accordance to our Safeguarding Policy. All candidates will be required to submit a CV plus an application form. Each candidate will be given an application pack, which will include the application form, self-disclosure form and a copy of our Safeguarding Policy.

Each candidate that is short listed, will be interviewed by two people, usually the Play Leader and a member of the committee. Each candidate will also be given time in session to give them an insight into the job and for the Play Leader and Deputy to see how they interact with the children.

References will be sought and checked before any final job offer is given as well as an enhanced DBS check. In the event the DBS check does not come back in time (although every attempt will be made to make sure it is) the staff member will not be alone with any child and therefore will not be able to supervise toilet trips or washing hands.

On the first day of employment, the successful candidate will be given a full induction and will be given time to read the policies and procedures. They will also be talked through our Safeguarding Policy.

Each new member of staff will be given a mentor to help them settle into their new role and will help them with any questions they may have.

The successful candidate will be expected to complete a 3 month probationary period successfully.

As well as having an enhanced DBS check all members of staff are expected to sign up to the update service. At every supervision (termly) and annual appraisal, each member of staff will be asked if they have anything to declare that would change the status of their DBS check.

Volunteers will be expected to complete an application pack, an enhanced DBS check and will be required to provide references which will be checked. Volunteers will also be given an induction on their first day and will be given an opportunity to read our policies and procedures.

## Lone Worker

It is also acknowledged that all employees have a responsibility for ensuring the safety and well-being of their work colleagues, children, parents and visitors.

This policy takes into consideration the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999.

All staff members will be provided with the HSE publication Working Alone in Safety: Controlling the Risks of Solitary Work if lone working is applicable.

### Definition of a Lone Worker

The definition of lone worker – “*are those who work by themselves without close or direct supervision*” HSE 1998.

As such staff will include, for example:

- a) Only one person working on a premises.
- b) Staff working separately from others or outside normal working hours

Ideally at least two people will be on the premises at all times, and one of these must be a senior member of staff – we try our best to avoid our staff being 'lone workers'. But at playgroup we do recognise such circumstances where it is unavoidable that a member of staff should be required to work alone or in an isolated working environment. We also recognise that as an employer, we have a duty of care towards our staff and that reasonable steps should be taken to ensure their health, well-being and personal safety at all times. Therefore, we have a communication procedure in place.

### Procedures for Communication for a Lone Worker

All lone workers must be in possession of a mobile phone while on the premises for use in an emergency. When a staff member must work alone, he/she must notify the Play Leader or other designated person of when they will be on the premises and when they will be departing. The lone worker must contact the Play Leader when they are departing the premises. If the lone worker fails to contact the Play Leader within 30 minutes after that time, the Play Leader will attempt to contact the lone worker. Should the lone worker not be able to be contacted, the Play Leader or other designated person will go to the premises to ensure that the lone worker has not been injured. In the instance of a lone worker attending home visits, an agreed communication will ensure that another member of staff has details of times and places and that a phone call will take place immediately after the visit to ensure staff safety at all times.

## Manual Handling Policy

The Manual Handling Regulations (2002) are part of a wider campaign to reduce back injuries. Playgroup has a duty to ensure that you are aware of how to reduce the risks of manual handling that you may need to undertake in line with your role as an employee or parent volunteer.

The main objective of this policy is to reduce the risk of injury and disablement caused by manual handling in the workplace to the minimum. Therefore, Christ Church Playgroup has a duty of care to ensure that;

- Minimum requirements for the manual handling of loads are followed where there is a particular but not exclusive risk of back injury to workers.
- The need for manual handling is avoided or, when it cannot be avoided, an assessment is made of the operation and where there is a risk of injury, appropriate steps taken to reduce or avoid that risk.
- Assessment of manual handling operations take into account factors which include characteristics of the load, the physical effort required, characteristics of the working environment and the requirements of the task.
- Information and training is provided to workers and managers on assessment and manual handling principles.

Employers and volunteers at Christ Church Playgroup are required to: (Blue font is specific to our practice at Christ Church Playgroup)

- Avoid manual handling operations that involves a risk.
- Assess remaining manual handling operations: Picking up chairs: Do not carry more than 4 chairs at a time. All other furniture should be rolled or wheeled into position. The climbing frame should only be moved by a minimum of 2 people. Heavy furniture should only be moved when children are safely on the mats or out of the hall. The sack truck should be used to move heavy items. Two are available: one inside and one outside.
- Reduce the risk of injury: Staff should assess any risk in relation to manual handling/ safety issues and should not undertake any actions that pose a risk and are avoidable.
- Provide general information on the weight of loads (inc children): Children should be encouraged to do as much as possible for themselves and carrying children for any length of time should be discouraged. Children should always however, be comforted when upset or picked up in instances when their safety is at risk.
- Review the assessment: Any member of staff should highlight any concerns or issues as part of their day to day reflection and risk assessment. Any issues will be rectified as necessary and maybe raised as a safety grey area during staff or committee meetings.

The Employee has a duty to ensure that they are fit and well and that they do not put themselves or any children at risk as a consequence of their actions. They should also ensure they make full and proper use of systems provided.

## “Lockdown”

A lockdown may take place where there is a perceived risk or threat to playgroup, its staff, children, visitors or property.

Christ Church Playgroup recognises the potentially serious risk to children, staff and visitors in emergency or harmful situations.

Where possible playgroup will act to ensure the safety of all personnel in the setting in the following situations (as an example):

- In the event that unauthorised person(s) considered dangerous, are on playgroup grounds.
- In instances, including domestic breakdowns, where estranged parties are attempting to abduct children.
- In instances where a person(s) become a threat to the well-being of others.

A lockdown will be initiated by a recognisable signal of 3 short whistles.

The lockdown procedure will be practised from time to time so that staff and children are familiar with it. Parents and Carers will be advised when this is happening.

### Procedure:

Follow the CLOSE procedure...

Close all curtains (where applicable)

Lock up

Out of sight and minimise movement

Stay silent and avoid drawing any attention

Endure – be prepared that you may be in lockdown for sometime.

### ***The following steps provide guidelines for staff and visitors in an emergency situation:***

1. On hearing or sounding the lockdown signal the Play Leader or Deputy Play Leader will call for assistance – 999
2. Staff will close curtains (where applicable) and ensure all doors and windows are locked.
3. Staff will keep calm and keep the children as calm and quiet as possible.

### ***Upon hearing the lockdown signal these steps will be followed:***

1. Staff will secure all windows and doors and will close all curtains where applicable.
2. Instruct all children in the hall to get down to the floor, keep them calm. If anyone is in the outside area call them in, making them get down to the floor too. Collect medical box, register and mobile phone.
3. All staff and children to crawl to the chair store, the connecting corridor between the harwood hall and lansdown bayshill hall. A headcount will be taken, followed by the register.
4. Once all persons are in the chair store the doors will be shut and barcaded with whatever possible.
5. Staff will ensure that the children are kept calm and quiet.
6. No one will be allowed out of the corridor until the all clear has been given and normal situations resume.

At no time will staff attempt to physically remove an unwanted visitor. Staff will follow the directions of the police as instructed or requested.

## Escalation Policy

Occasionally situations arise when workers within one agency feel that the decision made by a worker from another agency on a child protection or child in need case is not a safe decision. Disagreements could arise in a number of areas, but are most likely to arise around:

- Levels of need
- Roles and responsibilities
- The need for action
- Communication

The safety of individual children is the paramount consideration in any professional disagreement and any unresolved issues should be addressed with due consideration to the risks that might exist for the child.

All workers should feel able to challenge decision-making and to see this as their right and responsibility in order to promote the best multi-agency safeguarding practice. This policy provides workers with the means to raise concerns they have about decisions made by other professionals or agencies by:

- a) avoiding professional disputes that put children at risk or obscure the focus on the child
- b) resolving the difficulties within and between agencies quickly and openly
- c) identifying problem areas in working together where there is a lack of clarity and to promote the resolution via amendment to protocols and procedures.

Effective working together depends on an open approach and honest relationships between agencies. Problem resolution is an integral part of professional co-operation and joint working to safeguard children. Resolution should be sought within the shortest timescale possible to ensure the child is protected. Disagreements should be resolved at the lowest possible stage. However if a child is thought to be at risk of immediate harm, discretion should be used as to which stage is initiated.

At all stages of the process, actions and decisions must be recorded in writing and shared with relevant personnel, to include the worker who raised the initial concern. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued. It may be useful for individuals to debrief following some disputes in order to promote continuing good working relationships.

## Stages of the Policy

### Stage One

Any worker who feels that a decision is not safe or is inappropriate should initially consult a supervisor/manager to clarify their thinking in order to identify the problem, and be specific as to what the disagreement is about and what they aim to achieve. Initial attempts should be taken to resolve the problem at the lowest possible level. This would normally be between the people who disagree. It should be recognised that differences in status and/or experience may affect the confidence of some workers to pursue this unsupported.

### Stage Two

If the problem is not resolved at stage one the concerned worker should contact their supervisor/manager within their own agency who should raise the concerns with the equivalent supervisor/manager in the other agency. The manager should also notify the GSCB Business Manager, who will keep a record of all ongoing disagreements.

### Stage Three

If the problem is not resolved at stage two the supervisor/manager reports to their respective operations manager or named/designated safeguarding representative. These two managers must attempt to resolve the professional differences through discussion. The GSCB Business Manager should be advised of any outcome.

#### Stage Four

If it is not possible to resolve the professional differences within the agencies concerned the matter should be referred to the Chair of the GSCB, who may either seek to resolve the issue direct, or to convene a Resolution Panel. The panel must consist of GSCB representatives from three agencies (including the agencies concerned in the professional differences, where possible).

At all stages of the process, actions and decisions must be recorded in writing and shared with relevant personnel, to include the worker who raised the initial concern. In particular this must include written confirmation between the parties about an agreed outcome of the disagreement and how any outstanding issues will be pursued. It may be useful for individuals to debrief following some disputes in order to promote continuing good working relationships.

This policy can be found on the GSCB website.

## Outings

Children benefit from being taken out of the setting to go on visits or trips to local parks or other suitable venues for activities which enhance their learning experiences. Staff and the committee in our setting ensure that there are procedures to keep children safe on outings; all staff and volunteers are aware of and follow the procedures below.

### Procedure:

- Parents sign a general consent on registration for their children to be taken out as a part of the daily activities of the setting. This general consent details the venues used for daily activities.
- There is a risk assessment for each venue carried out, which is reviewed regularly.
- Parents are always asked to sign specific consent forms before major outings.
- A risk assessment is carried out before an outing takes place.
- All venue risk assessments are made available for parents to see.
- Our adult to child ratio is high, normally one adult to three children, depending on their age, sensibility and type of venue, as well as how it is to be reached.
- Named children are assigned to individual staff to ensure each child is individually supervised, to ensure no child goes astray, and that there is no unauthorised access to children.
- A mobile phone will always be on outings, and supplies of tissues, wipes, pants etc as well as a mini first aid pack, snacks and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- Staff take a list of children with them with contact numbers of parents/carers.
- All adults and children will wear hi-viz vests, allowing them to be easily identified and visible to traffic.
- Younger children will always hold an adults hand when walking to and from the Playgroup. Older children will walk in twos in front of their assigned adult. The whole group will always stay together and walk at the pace of slower children.
- When arriving at the destination a headcount will take place. This procedure will be regularly carried out throughout the outing and upon safe arrival back at the Playgroup.
- In case of an accident, where possible, the whole party will return to the setting.
- If a child is found to be missing during the outing, we will follow the guidelines set out in our missing child procedures.

## Data Protection Policy

### Statement of Intent

Christ Church Preschool is required to collect personal information for its employees, committee members, children, parents, and visitors. It is also necessary to process information so that staff can be recruited and paid, activities organised and legal obligations to funding bodies. We intend to meet all the requirements of the Data Protection Act 1998 (the Act) and the General Data Protection Regulations 2018 when collecting, storing, and destroying personal data.

To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, Christ Church Preschool must comply with the Data Protection Principles which are set out in the Data Protection Act 1998. In summary these state that personal data must be:

- obtained and processed fairly and lawfully;
- obtained for a specified and lawful purpose and not processed in any manner incompatible with that purpose; adequate, relevant, and not excessive for that purpose;
- accurate and kept up to date;
- not kept for longer than is necessary;
- processed in accordance with the data subject's rights;
- kept safe from unauthorised access, accidental loss, or destruction;
- not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

All Christ Church preschool staff and volunteers who process or use any Personal Information must ensure that they follow these principles at all times. In order to ensure that this happens, Christ Church Preschool has adopted this Data Protection Policy.

### Notification of Data Held and Processed

All employees, committee members, parents, visitors, and other members of the public have the right to:

- know what information Christ Church preschool holds and processes about them and why;
- know how to gain access to it;
- know how to keep it up to date;
- know what Christ Church preschool is doing to comply with its obligations under the Act.

### The Data Controller and the Designated Data Controllers

Christ Church preschool is the Data Controller under the Act, and the organisation is therefore ultimately responsible for implementation. However, Designated Data Controllers will deal with day to day matters. Christ Church Preschool's Designated Data Controllers are:

Vicki West and Charlotte Greenaway – Preschool Managers  
Jacki Collins - Administrator  
Christ Church Preschool's Committee

### Personal Information

Personal Information is defined as any details relating to a living, identifiable individual. Within Christ Church Preschool this relates to employees; attending children and their families; committee members; professional visitors; and some members of the public e.g. job applicants. We need to ensure that the information gained from each individual is kept securely and to the appropriate level

of confidentiality.

The personal information collected from individuals could include:

- Their name
- Address
- Email address
- Telephone numbers-including those of emergency contacts
- Date of birth
- Medical information
- National Insurance number
- DBS numbers
- Observations of children's progress (learning journals)
- Children's reports, preschool or from outside professionals.
- Photographs
- Family medical history when necessary

Christ Church Preschool store personal information to comply with the statutory framework (EYFS 2017); to deliver services to our families e.g. government funding; to employ suitable people for our setting.

### Processing of Personal Information

All staff and volunteers who process or use any Personal Information are responsible for ensuring that:

- Any Personal Information which they hold is kept securely;
- Personal Information is not disclosed either orally or in writing or otherwise to any unauthorised third party.

Staff and volunteers should note that unauthorised disclosure will usually be a disciplinary matter and may be considered gross misconduct in some cases.

Personal information should be:

- kept in a locked filing cabinet; or
- in a locked cupboard; or
- if it is computerised, be password protected;
- kept on a storage device which is itself kept securely.

### Conversations and Meetings

Information of a personal or confidential nature should not be discussed in a public area, in front of anyone that is not an employee of the preschool. Preschool employees should be aware of confidentiality at all times when discussions are taking place, either distancing themselves from the conversation if it does not concern them, or, ensuring that their discussion is not overheard by others. All staff should respect the confidential nature of any information inadvertently overheard.

When meetings are being recorded it is important that only relevant information is written down. This must be carried out using the correct forms provided by the preschool, notes must be written legibly and coherently. The written notes are then to be stored in a locked cupboard and disposed of (shredded) in a timely manner once the child/family have left the setting (1 year unless of a child protection nature).

### Collecting Information

Whenever information is collected about people, they should be informed why the information is being collected, who will be able to access it and to what purposes it will be put. The individual concerned must agree that he or she understands and gives permission for the declared processing to take place, or it must be necessary for the legitimate business of the preschool.

### Sensitive Information

Sensitive information is defined by the Act as that relating to ethnicity, political opinions, religious beliefs, trade union membership, physical or mental health, sex life, criminal proceedings or convictions. The person about whom this data is being kept must give express consent to the processing of such data, except where the data processing is required by law for employment purposes or to protect the vital interests of the person or a third party.

### Disposal of Confidential Material

Sensitive material should be shredded as soon as it is no longer needed; following retention guidelines and statutory requirements. Particular care should be taken to delete information from the tablets or the computer hard drive if they are to be disposed of.

### Staff Responsibilities

All staff are responsible for checking that any information that they provide to Christ Church preschool in connection with their employment is accurate and up to date. Staff have the right to access any personal data that is being kept about them, either on computer or in manual filing systems. Staff should be aware of and follow this policy and seek further guidance where necessary.

### Duty to Disclose Information

There is a legal duty to disclose certain information, namely, information about: Child abuse, which will be disclosed to social services, or Drug trafficking, money laundering or acts of terrorism or treason, which will be disclosed to the police.

### Retention of Data

Christ Church Preschool takes care to only store personal information that is absolutely necessary. Personal information is kept for the period of time requested following guidelines from PATA, these retention periods are either recommended or statutory. Stored information is filed in filing boxes and locked in the church archives. Once the retention period has lapsed, the information is destroyed.

For retention periods please see the data audit.