

The background of the entire page is a vibrant, repeating pattern. It features stylized rainbows with distinct bands of red, orange, yellow, and blue, set against a light blue sky. Interspersed among the rainbows are white, fluffy clouds with blue outlines. The overall aesthetic is bright, cheerful, and child-friendly.

Policies and Procedures

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MISSION STATEMENT

At Rainbow Nursery and Pre-school we work to ensure that the individual needs of every child will be identified and provided for. Every family will be welcomed, included and fully supported.

We aim to work in full partnership with all parents/carers and outside agencies providing a high quality, affordable and flexible childcare service for all families of the local community.

We provide a warm, safe, loving and happy environment, with enriching and exciting play based learning opportunities.

ADMISSIONS

The waiting list is run on a basis according to date of birth rather than date of enrolment. Admission is dependent on the spaces for that age child, sessions required by parents, and whether these sessions are available. If children are on the list and are of the same age, a 'first come, and first served' basis is applied and the child on the waiting list first will get preference.

Every attempt is made to accommodate newcomers to the area, and we are prepared to negotiate with Children's Services, Early Years and other professionals should a child need an urgent placement.

We have an Inclusion policy and therefore it is our intention to be equally welcoming to everyone and to offer all an equal chance for admission.

We welcome children who have a special need and will do everything we can to provide a place for them. However we must ensure we can meet their needs within the nursery environment. To do this we will need to discuss this with parents and if necessary outside agencies. If the nursery is unable to meet the child's needs Rainbow will assist the parents/carers to find alternative provision.

Settling in

Parents are encouraged to visit the nursery prior to admission. When a place has been offered the child will attend some settling in sessions to the nursery and a home visit will be carried out by two members of staff. On their first visit, registration forms will be completed, pass cards issued and general discussion regarding the child and their parent's needs. On the second visit the family and a member of staff will complete a 'One Page Profile' and a development tracker to gain an understanding about the child. After this we try to encourage parents to leave their child for a short while at the nursery until they are confident to be left.

Continuity of development

If a child has attended or is currently attending another setting we would like to continue that child's development by contacting their previous setting to discuss achievements and individual needs. We would only do this with parental permission.

A child is a parent's most treasured possession and we do everything in our power to make sure that there is total support for the child and parents when this big step on the education ladder is taken.

CHILD PROTECTION & SAFEGUARDING

The nursery will endeavour to achieve and maintain a caring environment in which children and parents feel able to communicate their concerns and problems, and any other relevant issues. We recognise the children's rights to be protected from harm, or potentially harmful situations. Where there is conflict between child and parent, the welfare of the child must always be paramount.

We shall comply with our statutory duty to assist the local authority, children's services and other agencies, acting on behalf of children in need, or enquiring into allegations of abuse. We shall endeavour to follow the principles which have been adopted by all agencies and professionals in working together to protect children and comply with the local child protection procedures approved by the Surrey Safeguarding Children Partnership (SSCP). We are now part of 'Operation Encompass' which is a unique Police and Education early intervention safeguarding partnership which supports children and young people exposed to domestic violence. Operation Encompass has been designed to provide early reporting on any domestic incidents that occur outside of 'normal' school hours and might have an impact on a child in their setting.

Child abuse can occur among all cultures, religions and social groups, and we must be sensitive to the different needs everyone has as members of our multi-cultural society. Children with special needs are sometimes especially vulnerable, and extra care should be taken to interpret correctly any apparent signs of abuse and neglect.

Every effort will be made to support families in dealing with the difficulties of suspected abuse.

- All staff will be regularly made aware of updates from Surrey's Child Protection procedures, and any other relevant documents, and will be advised that confidentiality is of the utmost importance.
- The setting has a named Designated Safeguarding Lead (DSL) and a Deputy who will undergo regular training (see notice board for named staff member).
- All staff will have a basic knowledge of recognising signs and symptoms of child abuse and will receive regular updated training.
- If we have a concern about a child we will share these concerns with parents/carers. However, if sharing these concerns puts the child at risk of significant or further harm we will seek advice from the Local Education Authority Duty Officer (LADO).
- Staff have a duty to report any observations to be recorded to the DSL or in her absence, the Deputy and/or Manager.
- If a referral is necessary, we will firstly inform the parents and then contact Surrey's Children Single Point of Access (firstly by telephone, then in writing). In an emergency the police will be called.

Bruising on non-mobile babies/children

Bruising is the commonest presenting feature of physical abuse in children. Any bruising or marks that might be bruising found on a child who is not yet independently mobile (any child who is not yet crawling, bottom shuffling, pulling to stand, cruising or walking independently: Includes all children under 6 months even if they are rolling, or children with significant disabilities resulting in immobility) is a matter of great concern. The staff, students and volunteers of Rainbow nursery and Pre-School have a duty of care to all the children who come through our doors. This includes siblings, friends, child minded children or children visiting the nursery. It is our duty to make inquiries and make an immediate referral to Children's Services.

Allegations of abuse made against a member of staff

Allegations from parents

- The Manager will notify the Proprietor and Local Authority Designated Officer (LADO) immediately for allegations against staff. If the complaint is against the manager, the deputy should contact the proprietor, and in her absence, Ofsted immediately.
- The Proprietor and Manager will then meet with the member of staff in question. (It may be necessary to suspend the member of staff until further investigations have been carried out)
- The parents will be asked to meet with the proprietor and Manager.
- Contact will then be made with Ofsted (within 14 days of the allegation) and Surrey's Children's Service and Surrey's Child Protection team.
- Disciplinary procedures will be carried out and a referral made to the Protection of Children's Act (PoCA)
- A full report will be made and kept securely (even if proven untrue) for 10 years or retirement whichever comes first.

Allegations from another member of staff

- The Manager will notify the Proprietor and Local Authority Designated Officer (LADO) immediately for allegations against staff. If the complaint is against the manager, the deputy should contact the proprietor, and in her absence, Ofsted immediately.
- The member of staff who reported the incident will be asked to meet with the proprietor and manager.
- The Proprietor and Manager will then meet with the member of staff in question. (It may be necessary to suspend the member of staff until further investigations have been carried out).
- Contact will then be made with Ofsted (within 14 days of the allegation) and Surrey's Children's Service and Surrey's Child Protection team.
- Disciplinary procedures will be carried out and a referral made to the Protection of Children's Act (PoCA)
- If a full report needs to be made it will be kept securely (even if proven untrue) for 10 years or retirement whichever comes first.

Surrey County Council Local Education Authority Duty Officer (LADO):
03001231650 –opt 3 www.lado@surreycc.gov.uk

OFSTED: Picadilly Gate, Store Street, Manchester, M12 WD 0300 1234666
Early Years for Support (North East Area): 01372833826

Code of conduct

It is expected that every member of staff/student behaves in a professional and mature manner at all times with whomever they come in contact with (this includes visitors, parents/carers, children, siblings, students) with full regard to:-

1. Respect – Individual rights as an adult or child, privacy and space
2. Sensitivity – Showing compassion, keeping confidentiality
3. Equal opportunities – Cultural differences, special needs
4. Value – All contributions made by children, staff, parents/carers and students.

Safeguarding children and their families when using ICT

- **Mobile Phones/Smart Watches (with cameras)** - Are prohibited during working hours unless staff are on a lunch break away from the children. The manager/deputy manager's mobile may be used only on an outing (a signed disclaimer is used in this instance) All mobile phones are locked away during nursery hours.
- **Photographs** -The nursery has one camera on site that is used to take photos of the children within the setting and two child friendly cameras that the children use. The proprietor prints the photos out on a home printer. Photos are immediately deleted from the camera once printed. All photos are returned to the nursery immediately. Only the deputy manager takes photos of daily activities which are posted on the nursery's Face Book page (see Internet/social media section). Identifiable pictures of the children are not used. The nursery has 2 I pads, which are kept at the setting, for the purpose of each child's learning journey. Only staff and parents have access and both are protected with a two-factor authentication security.
- **Email** - Parents are able to email the proprietor only. Both proprietor and parents must be respectful, courteous and polite in their communications. It should be used for a means of general communication regarding the nursery. It is advised that confidential or sensitive conversations are taken place face to face at the nursery. Anyone found to be rude or abusive will not be able to use this service.
- **Internet/social media** – In an evolving technical world more and more people are using social networking sites such as 'Face book' and 'Twitter'. Rainbow nursery does not allow current parents and staff becoming friends on personal sites to prevent discussions and gossip regarding nursery children, families and staff. However the setting has a nursery page on Face Book whereby only the deputy manager can invite current staff and current parents to the site for communication purposes i.e. events and daily activities. Staff must adhere to their contract in regards to this subject. Parents are not to use FB inappropriately by making

negative comments on posts, all concerns must be directed to the manager in person or proprietor.

The children have access to an 'Amazon Fire' tablet to play educational games on. This is all pass word protected and the children cannot access the internet.

- Any abusive, inappropriate or illegal misuse of ICT equipment by a practitioner or managerial staff will be immediately reported.

The Prevent Duty

From 1 July 2015 the Prevent duty became law. This is a duty on all schools and registered early years providers to have due regard to preventing people being drawn into terrorism. British values are a set of four values introduced to help keep children safe and promote their welfare – as a setting it is our duty to follow the EYFS; specifically to counter extremism. These four values (Democracy, The rule of law, Individual liberty, Mutual respect and tolerance of different faiths and beliefs) are embedded in the work we do every day with the children.

We are already responsible for keeping all our children safe, however the Prevent duty reinforces these existing responsibilities in respect of radicalisation of children. We do not intend to carry out unnecessary intrusion into children's family life but, we will take action if we observe behaviours which we are concerned with, as we would do in any other safeguarding concern we have. To ensure staff are confident in protecting our children they will receive regular training.

Female Genital Mutilation (FGM)

FGM- is an illegal, extremely harmful practice and a form of child abuse and violence against women and girls. It has been a criminal offence in the UK since 1985. In 2003 it also became a criminal offence for UK nationals or permanent UK residents to take their child abroad to have female genital mutilation.

As a setting we understand the importance of sharing information between agencies in relation to girls potentially at risk of FGM, and in relation to discussions held with family members around safeguarding, will not be under-estimated; this information is vital to all agencies involved, to inform decisions on what the best course of action is to protect anyone at risk of FGM. We are committed to working with other agencies to keep children safe and will report any concerns we may have.

Forced Marriage and Honour based Violence

A forced marriage is one that is carried out without the consent of both people. This is very different to an arranged marriage where both people agree to it.

Honour based violence is a violent crime or incident which may have been committed to protect or defend the honour of a family or community. E.g

- becoming involved with a boyfriend or girlfriend from a different culture or religion

- People wanting to get out of an arranged or forced marriage.

However crimes of ‘honour’ do not always include violence and although most victims to these crimes are women or girls, men and boys can be affected too. Crimes that may be committed in the name of ‘honour’ could include:

- Sexual or psychological abuse
- Domestic abuse
- Assault
- Being taken somewhere, where you don’t want to go.

As an early years setting we have a duty to take necessary action if we feel any child or family member is suffering or inflicting any of the above.

Breast Ironing

Breast ironing, is a form of mutilation using heated objects, including stones and hammers, to flatten a girl’s breast and stop them from developing. It’s typically carried out on girls between the ages of 11 and 15 as they enter puberty. It’s often carried out by the victim’s own family under the ‘misguided intention’ of protecting her from rape, sexual harassment and getting pregnant. Staff at Rainbow are aware of this abuse and will report any concerns they have regarding families involved in this act.

Child Sexual Exploitation (CSE)

Child sexual exploitation (CSE) is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them. Children may be tricked into believing they’re in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol and also may be groomed online. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation.

Reporting Concerns:

Children’s single point of access (C-SPA):

Telephone: 0300 470 9100 (Out of hours emergency duty team: 01483517898)

Internal email name: Surrey MASH/CAE/SCC

Email: csmash@surreycc.gov.uk

Secure email: csmash@surreycc.gcsx.gov.uk or Egress

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DISPOSAL OF BODILY FLUIDS

Bodily fluids (Blood, Urine, Faeces, Vomit)

1. A member of staff to care for the child's needs – in case of injury, a First Aider. Protective clothing must be worn i.e aprons, gloves.
2. A member of staff to stay with spillage and ask for assistance to gather appropriate items to deal with it.

First Aid Incident

- Any bloody dressings used (i.e. cotton wool, tissues etc) to be disposed of in the plastic bags found in the First Aid Box.
- Bags to be sealed and put into nappy disposal bin.

Spillage

- Remove other children from area.
- Use the spillage kit (in first aid box).
- Wipe surfaces with appropriate cleaner (found in kit)
- Dispose of materials used in a sealed plastic bag and take to outside bin (gloves, towels etc)
- If necessary rinse child's clothing in the toilet and seal in a double plastic bag.

If a member of staff has any worries regarding bodily fluids that they may have to come into contact with, they must seek medical advice. Staff must wear blue plasters if they have any cuts to their hands etc

OUTINGS

All outings will only be carried out with sufficient staff ratios taking into consideration of children's individual needs.

RATIOS: 1: 2 (2-3 yr olds) 1: 4 (3-5yr olds)

- All children involved will have written consent from parent. The nursery will try to give prior warning of such event.
- Outings which involve transport such as cars, will only be used if vehicles and drivers have appropriate insurance and restraints. This will always be a planned event and all parents will be notified and consent obtained.

(Currently the nursery does not have its own transport)

Items taken on all outings:

- Child registration Forms
- Staff contact numbers
- Mobile phone
- Appropriate restraints if required (reins, pushchair)
- Suitable clothing
- Tissues and First Aid kit. (Including emergency medications)

Due to the setup of the nursery and its flexible sessions, short outings to the park or local shops would be more likely than a nursery day out.

HEALTH, SAFETY AND INFECTION CONTROL (Including risk assessments)

- To encourage ways of working which will ensure the safety of children, employees and all others persons who come onto its premises and grounds.
 - To create a warm, safe, comfortable atmosphere for the children, to enable them to learn through play.
1. The nursery employs a Health and Safety co-ordinator.
 2. The co-ordinator and proprietor are responsible for the general implementation of this policy. Matters concerning HEALTH & SAFETY should be brought to her attention in the first instance.
 3. Nursery staff are responsible for the children under their care. They also have a responsibility to work in a way which will ensure the health and safety of themselves and all other persons they come into contact with. (Pregnant staff members will carry out a risk assessment with their manager).
 4. The manager will report any major injuries or dangerous diseases to RIDDOR (Reporting of injuries, Diseases and Dangerous Occurrences Regulations)
 5. The co-ordinator will carry out a daily risk assessment of the indoors and garden area and will do more detailed assessments every 12 months.

Risk Assessments

Day to day risk assessments are carried out inside the building and the outdoor area of the premises by the co-ordinator. Inside areas are checked for fallen/damaged equipment/furniture, tripping hazards, spillages and faulty equipment/lights etc. outside areas are checked for faeces, fallen/damaged equipment/furniture/fencing/gates etc. animals (dead or alive) pools of water and vandalism. Any hazards are noted and either dealt with or reported to the Leaders of the hall. All staff are pro-active in identifying hazards and reporting them.

Sleeping children

On occasion some children may need a nap during their session. For these children we can provide a comfortable child's bed, individual linen and a quiet area which would be corned off in the main room. A member of staff will settle the child and once asleep will write on the 'room notice board' the time and duration the child has slept. It will also be that member of staff's responsibility to regularly check on the child and to wake them if and when necessary. Sleep routines will always be discussed with the parents/carers. No child will be forced to take a nap. All linen is taken away for washing after use.

Fire

Fire drills are to be carried out regularly by the Manager and her Deputy. It is the responsibility of all staff to ensure fire exits are kept clear. All fire appliances, smoke detectors and alarms are to be checked by the fire department to ensure they work properly, this is organised by the brownie and guide leaders.

First Aid

The first aid box is kept in the kitchen and its contents are only of those which are recommended by qualified paramedics/first aid trainers. The first aid co-ordinator (see notice board) regularly updates the contents of the kit.

Electrical Appliances

Staff must report any faults to the Manager and in the mean time they are not to be used. Staff are responsible for turning appliances off when not needed and ensuring leads / wires do not trail in such a way as to be dangerous. Socket covers are to be used and must be replaced if taken out. All electrical appliances are regularly checked by a qualified electrician this is organised by the brownie and guide leaders.

General Tidiness

The premises must be kept as tidy as possible so as to reduce the risk of accidents. Toys and equipment are constantly checked for damage, if found in poor condition they will be disposed of or repaired. Pushchairs are kept outside.

Cleaning Materials

All cleaning materials / medicines etc. must be kept out of the reach of children. Medicines are to be kept in the fridge or in emergency medication boxes located in the kitchen. Any potentially dangerous substances are kept in the cupboard in the hall way (children are never unsupervised in this area). A COSHE file is kept with these substances.

Hygiene/Infection Control

This is extremely important throughout the Nursery, especially the toilets and food areas. High standards are expected and it is the responsibility of all staff to maintain this standard. All staff are expected to carry out their share of cleaning and training in this area. Staff always use protective clothing when dealing with nappies, soiled/wet clothes and other bodily fluids. This includes aprons, gloves and wound dressings.

Surfaces, toys, equipment, floors, toilets and the nappy changing area are regularly cleaned and disinfected by staff with appropriate cleaning products that kill most nasty germs e.g MRSA, Ecoli, salmonella,

No creams or ointments are shared amongst the children and the nursery does not keep any communal medicines. Nappy creams and suntan lotions will only be used on individual children and all tubes and bottles will be labelled with the child's name.

Children are encouraged at all times to carry out good hygiene practices and these should be encouraged at home;

- Do not put toys in mouths
- Wash hands with soap before eating/drinking
- Wash hands with soap after coming in from the outside area
- Use tissues and wash hands for runny noses
- Cover their noses and mouth with their hands when coughing/sneezing-wash hands
- Wash hands with soap after using the toilet
- Use spoons/not fingers to choose their snack
- Food is not shared from one child to another

Hygiene/Infection Control Continued...

The nursery does not provide cooked food, however when preparing snacks and lunch staff carry out the necessary hygiene procedures to prevent contamination and infection. (See food & drink policy)

- All fruit and vegetables are washed and most are peeled where possible
- Protective clothing is worn when handling foods.
- Key coloured plastic chopping boards are used and disinfected
- Preparation is carried out in a clean and controlled area with good hand washing practices
- Food and drinks are purchased by the proprietor from a reputable source
- All foods are in date and are thrown away if damaged in anyway
- All foods are stored appropriately in either the fridge or food cupboards
- Daily fridge temperature is taken.
- When staff are preparing and supervising snack time they do not undertake toileting duties with the children.
- Risk assessments will be carried out for special activities such as BBQ's and cooking.
- Staff are trained in 'Food Handling'

The local authority have inspected and rated the setting for food hygiene.

Head lice

Children who are found with head lice at nursery will be sent home for treatment and can return once treated and have no live head lice or eggs.

All suggestions for the improvement of health and safety are welcomed.

FIRE AND EMERGENCY EVACUATION PROCEDURE

Raise Alarm

By shouting and/or ringing the bell

Phone 999

Nearest person to telephone emergency services.

Attack Fire

With nearest appropriate FIRE EXTINGUISHER without endangering oneself. Remember the first 60 seconds count. Tackle the fire ONLY IF IT IS OF A MINOR NATURE.

Evacuation and Assembly Point

In the meantime, safe evacuation of the children is of primary importance (Do not bother about personal belongings – they can be replaced!) CLOSE ALL DOORS ON WAY OUT INCLUDING THE KITCHEN SHUTTER. EVACUATE the children by the nearest EXIT and make way to assembly point – (Furthest corner of field next to the car park).

Register

Staff member in kitchen to pick up the PHONE, MEDICATION BOX, REGISTER and to check corridor and both toilets then leave by front door. Person in charge to pick up REGISTER (if in hall), KEYS & CONTACT FOLDERS. All other staff to be responsible to check the hall incl tents, under tables, cozy corners, tunnels, staff cupboard and to shout that they have done so.

Head Count and Attendance

Second person to pass through exit to do HEAD COUNT. (First person to lead children to assembly point) When all present at assembly point – the register must be called.

Records

All fire drills are practiced regularly and recorded.

DO NOT RE-ENTER THE PREMISES UNTIL ALL CLEAR IS GIVEN

MISSING CHILDREN

It is the duty of Rainbow Nursery and Pre-School to protect and keep safe all children. Tight procedures are in place to prevent children from being lost. Doors and gates are secure. Children are counted in from the outside area.

In the unlikely event of a missing child this procedure will be followed:

1. Remaining children should be kept safe inside by Deputy and 3 other staff. Manager and 1 other staff to check all areas of building and the outside perimeter including sheds and outdoor areas.
2. If the child has not been found during the initial search the police and parents will be contacted immediately.
3. The Deputy manager will record any details which would assist the police; times, child's details (registration form), next of kin, incident details, how long the child has been missing, description and to provide a list of contact numbers of parents/carers who may have been on the premises at the time of disappearance.
4. Staff will continue to look for the child until the police advise otherwise.
5. Ofsted will be notified and it's outcome in writing following the incident.
6. When the child is found the health and safety co-ordinator will carry out a risk assessment as to how and why the child went missing and a staff meeting will be called in the coming week.
7. Parents will be given a full explanation of the incident and the procedure for making a complaint to Ofsted if they wish. See complaints procedure.

NON-COLLECTION OF CHILDREN

Rainbow Nursery and Pre-School asks all parents and carers to collect their children on time. In the event that they may be late contact needs to be made with the nursery. If that parent or carer cannot get to the nursery in a reasonable amount of time the parent or carer needs to make alternative arrangements.

- If a child has not been collected by 5pm whether contact has been made or not the nursery will contact Children Services.
- At least two members of staff will remain on the premises with the child at all times.
- All contact numbers to be tried at regular intervals and the Proprietor to be informed of situation.
- Parents who continue to be late on a regular occurrence may be charged a fee at the discretion of the proprietor.

SNATCHED CHILD

Every effort is made to keep all children safe. Parents should inform nursery staff if someone different is collecting their child. If the adult has no pass card a password will be agreed between parent and staff. Should anyone unknown to the nursery come to collect a child without permission, they will be asked to leave.

All access doors are kept shut, no-one can enter the building unless someone lets them in. Children are never unsupervised.

When children are playing outside all gates are shut and members of staff are aware of anyone approaching the gates.

In the unlikely event of someone entering the nursery grounds and snatching a child. The nursery will:

1. Make every effort to try and retrieve the child but without endangering themselves.
2. Staff will immediately call the police with a description of what the child looks like and the clothing they were wearing. If necessary a description of any vehicle used.
3. Registration forms need to be kept at hand to give details to the police.
4. One member of staff will contact the parents.
5. Other staff members will distract the rest of the children and if necessary get them inside.

Parents must inform the nursery if there is someone who they do not wish to collect their child but may have done so in the past. The parent who registered their child in the nursery has the right to decide who collects their child or not except when it is a biological parent. Only a court of law can prevent a biological parent from collecting their child from the setting. The nursery will need to have a copy of the legal papers which will be kept confidential and in a locked cabinet.

INCLUSION POLICY INCLUDING SEND AND EQUALITY OF OPPORTUNITY

Rainbow nursery and Pre-school follows the Special Educational Needs and Disability Code of Practice 0-25 years with regards to the Education Act 1996 and the Disability and Discrimination Act 1995.

Philosophy and Aims

Our philosophy is that all children have a right to be educated and to develop to their full potential. They are to be fully included in all learning opportunities and are helped to overcome any disadvantages they may have to face to ensure they make good progress.

This nursery is committed to taking positive action to eliminate discrimination in all areas of its work and wishes to promote understanding and a commitment to the principles of racial equality and justice.

The nursery wants to employ the best possible staff and therefore intends to ensure equality of opportunity so that no person should be disadvantaged or discriminated against in seeking employment with this Nursery. There will be no discrimination against ethnic minorities, men, women, and the disabled, regardless of marital status, age, gender, race, culture, religious belief or ethnic origin. These principles apply to the children and their families, who will be welcome at the Nursery, respected and valued.

This Nursery is committed to positive action, which will seek to identify sexist practices, especially unconscious ones, and to formulate practical strategies for overcoming them.

This Nursery is committed to achieve a service for young children and their families, which provides equality of opportunity and freedom from discrimination on grounds of race, sex, class, or disability in both service and employment.

The aim of this policy is to be a valuable resource to give information and to guide practice. The setting ensures that measures are in place to be inclusive and responsive to the needs of all children and their families.

English as an Additional Language (EAL)

Children with EAL are fully supported. Information is sort from parents/carers at the first visit. Discussions are taken place regarding how the setting can meet the child's and family's needs and to fully support them within the nursery, including communications within the family. All letters and notices can be translated for parents/carers. Strategies are explored and shared together. Religious celebrations/food preferences and customs are also discussed and planned for.

Working with Parents

All parents are kept informed at all times and views are valued and respected. Regular meetings will be arranged with parents, SENCO's, outside agencies and the child's key person. The setting actively supports parents and includes them at all times.

Inclusion

To fully include all children, activities, toys and equipment are adapted to meet children's individual needs. Strategies such as visual aids, visual time tables, PECS (Picture Exchange System) and Makaton are just some of them that we use.

Roles and Responsibilities

Lorraine Page and Ellie Weir are the setting's named Special Educational Needs Co-ordinators (SENCO's) who adhere to the SEND Code of Practice for identification and assessment of special educational needs. Lorraine is an experienced trained Nursery Nurse who has undergone extra training in Makaton, ADHD, speech and language and other support meetings for SEN children. The SENCO's will be responsible for working closely with SEND children and working with outside agencies to develop the children's progress. The manager ensures the appropriate training is completed and kept up to date.

On occasions the setting may apply to receive extra funding to give one-to-one support for some children, this is known as discretionary funding. This can vary from borough to borough. If this happens the nursery will seek to employ extra staff to work with the child. However, in extreme cases, where staff cannot be employed and the child cannot be left unsupported the parent will be asked to either change sessions or cancel a session altogether.

Admission

No child will be refused entry into Rainbow nursery for any reason especially that of a physical or mental disability or special need. However if the setting cannot meet the child's needs eg space, support or staff, Rainbow will assist the family with finding an alternative setting. The setting will do everything it can to fully support the child and family

Identification of SEND

Once a child has been identified with a Special Need either through assessments (Two year check or Ann Locks), profiles or parental information the nursery begins its process. (Level 1)

1. A meeting will be set up with the parents to find out any relevant information and to discuss anything that has been identified within the nursery. They will be asked to sign a form to allow a SEND support adviser to come into the nursery to observe the child.
2. The SENCO will arrange for the child to be included in small inclusion groups. After assessment an Individual Support Plan (I.S.P) will be devised alongside the parents, who will receive copies.
3. If after six weeks the child is not making enough progress or there were further concerns the SENCO will then contact and refer the child to other appropriate agencies. (Level 2). Parents will be informed of any meetings or correspondence that's made. All outside agencies are welcome in the nursery. It may be necessary for the child to have a one-to-one support at the setting this will also be discussed with parents/carers and applications put forward.
4. Regular observations and targets will be reviewed with parents and other professionals accordingly.
5. Agencies may request the setting to apply for Education, Health and Care Plan (EHCP). The setting will liaise with parents as to the process.
6. When a child moves setting or goes to school a meeting will take place between the setting, the receiving setting or school and all agencies to fully support the transition.
7. All records kept will be passed on with the child when they move on to school or leave.

Local Offer

The Local offer is a guide published by the Local Authority which sets out provision for those children with and without education, health, and care plans. In accordance with the SEND 2015, the nursery has provided details of what the setting offers and has in place for those children with special educational needs and disabilities. The local offer can be found at www.surreysendlo.co.uk and the settings website www.rainbow-sunbury.co.uk

Accessibility

The setting's entrance has access for wheelchairs. Rainbow prides itself on adapting/ purchasing any furniture or equipment for a child's individual needs to ensure that the child can participate in all activities.

Information Sharing (Please also refer to the setting's policy)

Information is shared with outside agencies and Early Years to ensure the child's needs are met and that they are receiving the best care and support possible. All information is dealt with sensitively.

Last Reviewed: May 2019

DATA PROTECTION AND INFORMATION SHARING

We follow The General Data Protection Regulation (GDPR) law which replaced the Data Protection Act 1998. GDPR sets out the lawful basis for processing personal data. This means that personal data can only be processed if one or more of the lawful conditions are met. For example, completing the information on our registration form for your child is a legal requirement from OFSTED and is needed to protect the interest of your child whilst in our care.

Our setting follows the six Data Protection Privacy Principles:

- We ensure we have lawful reasons for collecting personal data and do it in a fair and transparent way.
- We only use the data for the reason it is initially obtained.
- We do not collect any more data than is necessary.
- We ensure it is accurate and updated regularly
- We do not keep it any longer than necessary
- We will always protect personal data.

The owner of the nursery (Kathryn McCloy) is the lead in Data Protection. All staff follow this policy and are trained in-house on data protection.

Privacy notices will be issued when obtaining data informing people of how we are going to use it, who we will share it with, how long we will keep it and how we will dispose of it. People will be asked for their permission to obtain information, they will also be given the right to withdraw their consent at any time and be given the right to make a complaint with the Information Commissioner's Office (ICO) should they need to.

If there is a data breach, we will notify the ICO within 72 hours of becoming aware of that breach. If the compromised data is of a high risk and there is a possibility that it could lead to identity theft and fraud, then we would notify the individuals concerned.

SHARING INFORMATION

- All personal details about any of the children and their families stay on the premises of the setting. Telephone numbers and email address are kept on the proprietor's computer for contact reasons.
- Staff are under contract to keep the confidentiality of the children and their families within the setting.
- Any information given to us will be treated with sensitivity and respect.
- If consent is given, disclosed information will be shared with either staff or other professionals on a need to know basis.
- With consent we use some information on a child and family with the company, Tapestry to create online learning journeys for each child. The Ipads used for this are protected by passwords and only shared with staff of the nursery and the company Tapestry.
- Sharing information with other professionals about the children enables us to provide good quality childcare. Other professionals can advise and support the staff within the setting.
- Transition into other settings/schools is an important time for young children. Rainbow likes to share information about a child's development with other settings to provide children with the best possible care.
- When a child moves on to school we plan and support them with their transition. Teachers will be met with to discuss development, EYFS transition forms will be sent to all schools (with written permission) and visits to the school will be arranged.

- It is important to understand that information regarding staff, students, children and their families will be shared, whether consent has been given or not, with other professionals if a child or an adult is at risk of significant harm. This includes children, parents, carers, students and staff.
- Written details of children, families, staff and students will be destroyed by shredding when information is no longer needed.
- We share statistics with local authorities and other agencies who are only GDPR compliant and only with your permission.
- Adults who acquire information about staff which give them cause for concern and feel that it would directly affect their work within the setting should disclose this information confidentially to the **manager only**.
- Sometimes staff are told or made aware of parents domestic problems or are given information of a sensitive nature which affects a child and their family. In these circumstances this information maybe confidentially shared with the manager in order to meet the child's needs. Staff will discuss this with parents at the time.

What information is kept by the setting, where and who has access to it

Information regarding staff

DESCRIPTION	LOCATION	AVAILABILITY
Name, address, contact numbers	Daily Register/ Owner's computer	All Staff
Medication Details	Locked filing cabinet	Management
Employment Details	Locked Cabinet/ Owner's computer	Proprietor

Information regarding children and their families

DESCRIPTION	LOCATION	AVAILABILITY
Registration Forms	In main room	All staff
Child Development Folders	Storage unit	All Staff
Child Protection Details	Locked Filing Cabinet	Management & DSL/DDSL
ISP's/funding forms etc	Storage unit/owner's computer	All staff, owner
Allergy/Dietary Req's/Medical Info	On Wall in kitchen	Everyone
Ipads containing childrens online Learning Journeys	Locked in Kitchen cupboard on the premises	All staff & owner

Contact Details for ICO:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire

SK9 5AF

Tel: 0303 123 1113

Revised May 2019

SICKNESS & INFECTION (INCLUDING NON-ATTENDANCE)

All children and staff get coughs and colds and can attend nursery. However it is not fair on others if children or staff spread more infectious germs to each other. Please remember there may be pregnant women (parents, staff or visitors) or vulnerable adults or children who have health conditions. Please be considerate when sending in your children.

We have a duty to inform the Health Authority if an outbreak of infection occurs or if we have several cases of certain communicable diseases. (Ask staff for further details on these if you wish) If a pandemic occurs a new policy will be devised and copies will be distributed to all. Rainbow nursery and Pre School is committed to working with the HA and other agencies to provide a duty of care to its children and staff. This may mean in very extreme cases samples of stool/urine and the possibility of temporary closure of the setting.

Rainbow nursery wants to be a comfortable and healthy place for your child and the staff and follows good hygiene procedures to keep germs to a minimum.

- Only in the cases of minor sickness (cough, cold etc) children/staff will be allowed to come in to the nursery. Children or staff with an infectious condition should not be at nursery at all. (see notice board for incubation times)
- Children and staff who are considered by the manager or her deputy as to be too unwell for nursery or may put the health of other children and staff at risk will be sent home to recover. This includes high temperatures as small children can easily have febrile convulsions (a high temperature in children is typically over 37.5 C or 99.5F). It is at the discretion of the nursery manager to decide when to call the parents.
- Parents will be notified and either they or their designated other person responsible must make arrangements to collect the child as soon as possible.
- Nursery staff will make the child as comfortable as possible and if necessary keep them separate from other staff and children to prevent the spread of possible infection.
- The nursery will not accept a child or staff member who has had sickness / diarrhoea in the last 48 hours. We would really appreciate honesty from parents/carers in this matter.
- Unidentified spots, scabs and lesions need to be checked by a doctor before being allowed to stay at the nursery.
- Incubation periods for communicable diseases need to be adhered to. Details of these can be obtained from the nursery and your doctor.
- Parents/Carers must notify the nursery and give reason for their child's absence. If a child is absent for one session and the nursery has not been notified or kept up to date regarding the absence, the parents will be contacted. The proprietor may contact children's services and/or make a home visit if the family are not contactable and there is reason for concern.

Last Reviewed: April 2019

BEHAVIOURAL MANAGEMENT

By providing a calm, friendly and happy environment it is hoped that all children respond with positive behaviour, we encourage and praise this throughout the nursery. We do this with creating rules/boundaries with the children. Encourage responsibilities- tidying up, helper board, setting up lunch tables, drying up.

All staff consistently manage and encourage positive behaviour that promotes children's welfare and development by being good positive role models. Staff use the knowledge they have of their key children to help with managing children's behaviour e.g knowing a child gets grumpy and distressed when hungry that member of staff will ensure the child has the opportunity to eat well at snack time and have lunch earlier if possible. A child who gets disruptive when needing some adult attention will be given some responsible job to carry out to 'be helpful' with a member of staff. Staff share this with other staff at meetings. Safeguarding concerns are always brought to the attention of the DSL and DDSL.

If a child shows challenging behaviour, visual clues are used for distraction and 'Time Out' which are appropriate to their ages and stages of development. Staff again discuss this together to ensure continuity. Children's behaviour is also discussed regularly with their parents. If a child's behaviour causes concern for either the parents or the Manager a behaviour chart will be used for regular monitoring, if concerns continue it may be necessary to formulate an Individual Support Plan (ISP). This is carried out in a positive way with the Behavioural Management Co-ordinator/SENCO, parents and key staff. (See notice board for named appropriate persons). If a child's behaviour is so extreme we may ask outside agencies to help us with further support for the child. Again only in extreme cases it may be necessary to send a child home to calm down and get support from parents. Extreme cases would be if they were violent and/or abusive to other children and staff and threatening their safety (attacking, hitting/punching, kicking, spitting, throwing toys/furniture, biting, swearing). Rainbow Nursery & Pre-School will not tolerate this extreme behaviour.

The Behavioural Management Coordinator/SENCO

- This person is trained to support staff, parents and students in dealing with challenging behaviour.
- We feel information and support from parents is very important as this can help us identify the reasons for the child's behaviour.
- Sharing strategies and ideas with staff and parents ensure the child's individual needs are met.
- All ISP's are written up by the SENCO and copies given to the parents. These are carefully monitored and reviewed.

Bullying

This is repetitive unwanted, aggressive behaviour. Verbal (Teasing, name calling, swearing, making threats to cause harm), Social (Leaving someone out on purpose, telling others not to be their friend, embarrassing them in public) and Physical (hitting, kicking, punching, spitting, tripping, pushing, making mean/rude hand gestures, taking and breaking other peoples things).

Bullying is taken very seriously and is not accepted within the Nursery. Children who bully others will be spoken to and explained why it is inappropriate and encouraged to apologise. In these situations the manager will discuss what has happened with the child's parents and a behavioural plan may be devised. The parents of the child who has been bullied will be spoken to and reassured that the bully is being helped to adopt more acceptable ways of behaving and staff will be making sure that their child is safe and happy.

Physical Intervention

At times it may be necessary to physically hold or restrain a child to limit their movements. Only in certain circumstances may this be allowed e.g. a child is a danger to themselves or others, property is being damaged or there is a suspicion that injury or damage is about to happen but has not yet happened. If restrictive intervention is used a 'record of physical intervention' will be completed stating: child's name, staff involved, witnesses, date, time, place of incident, nature of intervention and reason, injuries that may have occurred and signatures from staff and parents to say they have been informed.

At no time is any form of physical punishment allowed.

INTIMATE CARE

Rainbow understands that all children have a right to privacy, dignity and a professional approach from staff. We also understand that children have the right to be accepted for who they are, without regard to age, gender, ability, race, culture and beliefs. We believe that the children in our care have a right to feel safe and secure.

We welcome all children who may still be wearing a nappy for whatever reason. Where possible we will encourage toilet/potty training and develop the child's independence with these skills.

Staff will liaise with parents and discuss the child's needs and how these needs will be met.

Children who need their nappy changed will be done so within the toilet area with privacy away from other children. Staff will wear an apron and set of gloves for each change. Nappies, wipes, gloves and aprons are to be discarded into a carrier bag, once the child is fully clothed and safely back in the nursery room the bag can be disposed of in the designated nappy waste bin in the car park. Only the child's own creams, wipes and nappies will be used unless in an emergency then the nursery will use their own supply of wipes and nappies. A nappy changing sheet with a key will be used to record when a child is changed by whom and whether it was a wet or soiled nappy.

(M=motion/W=wet/S=Safeguarding concern/IC=Intimate care (wiping, creams etc)/X=checked but not changed) Children will be made to feel safe and given reassurance by familiar staff. Where communication is an issue staff will use props and visual aids to reassure children. Staff will respect a child's preference for a particular sequence of care.

Children can use the toilet and have their own privacy within their own cubicle. Staff will encourage children to adjust their own clothing and see to their own personal needs however staff will also ask children if they need any help and seek their permission before assisting them. Children who need assistance will be helped by staff in a professional manner without insults, embarrassment or belittling. Staff will wear protective clothing to protect both child and adult. If permitted, staff will clean soiled or wet children to make them comfortable. This will be recorded by staff members on the back of the nappy sheet. Where possible the child's own spare clothes will be used.

All children are educated in hygiene issues and encouraged to act sensibly within the toilet area. Staff regularly check hygiene levels within the toilets and use appropriate cleaning materials on a regular basis.

Staff will respond to children's vocabulary regarding body parts in a sensitive nature. They will not dismiss the child's own names for body parts and functions but if asked will use the words 'bottom', 'willy', 'front bottom', 'wee', 'poo'. Religious and cultural values will always be taken into account. Staff will actively seek background information regarding the family and their child's intimate needs.

If any conversation/action or behaviour from a child takes place that gives staff cause for concern this will be recorded and discussed with the manager and parents. Safeguarding the setting's staff and children is paramount. Floating staff members will be available to assist staff in this area throughout the day.

Children who may possibly require rectal medication will be treated with as much dignity and respect as any other. Procedures for giving emergency medicine will be followed with as much privacy as possible. On this occasion permission from parents will be obtained in writing and only a first aider who has been appropriately trained will administer medication.

ACCIDENTS

It is Rainbow's aim to the best of our ability to keep children safe from harm and incurring any injury during their session. Regular risk assessments are carried out by trained staff in Health and Safety. All staff have a duty to remove, mend and report any broken equipment or toys. Children are actively taught to practice safe routines within the nursery environment. In the event of an accident occurring the following procedures will be carried out.

Procedure for any major accident.

- a. A first aider will stay with the child.
- b. A member of staff will telephone for an ambulance and the child's parents.
- c. Other staff members will take care of the other children.
- d. If the ambulance arrives before the child's parents, a member of staff will accompany him/her in the ambulance.
- e. Consent forms will be taken to hospital.
- f. If parents cannot be contacted it may be necessary to ask the police to trace them.
- g. A report will be made in accident book by staff and at the earliest convenience signed by parents.
- h. OFSTED and the SSCB will be notified (within 14 days of the incident)

Procedure for any minor accidents.

- a. The member of staff who dealt with the accident will report to Manager.
- b. The child will be assessed and basic first aid will be given if necessary by a trained First Aider.
- c. If the child refuses first aid, it will be recorded and parents notified on collection.
- d. The accident will be recorded in the accident book and parents informed on collection and asked to sign the book.

Please Note: If a Manager or their deputy feels that the child needs to be seen by a medical professional but is not necessarily an emergency, parents will be informed about the situation and asked to come and collect their child.

First Aid

Although we are first aiders our training only covers the basics. If a child requires medical treatment in any way they will need to be taken to hospital. The first aid box is kept in the kitchen and its contents are only of those which are recommended by qualified paramedics/first aid trainers. The first aid co-ordinator (see notice board) regularly updates the contents of the kit.

We will not use plasters.

We will not remove foreign bodies from any part of your child.

We will not cut nails.

Non-accidental procedure (on discovery)

This procedure relates to a child protection concern, in conjunction with our Child Protection Policy.

- a. The matter will be dealt with in the strictest confidence, however the nursery has a duty to share information with other outside agencies.
- b. The member of staff will inform the nursery's Designated Safeguarding Lead (DSL) and Manager.
- c. Details will be recorded.
- d. The manager will speak to the parents
- e. If the manager considers it to be a child protection incident:-
- f. The proprietor will be informed and the parents will be made aware that a referral will be made to the Children's Services.

STORAGE AND ADMINISTRATION OF MEDICINES

Medication will only be given to a child if:

- The medicine was prescribed by a doctor.
- The medicine is in its original packaging.
- It is labelled with the child's name and date.
- It is in date.
- Written permission from the parent/carer for its administration is obtained and recorded in the Medicine Book before the parent/carer leaves, along with details of dosage etc.

Procedure will be as follows:

- A first aider will administer the medication in front of a witness and all involved will then sign the medicine Book.
- If a child refuses the medication, parents/carers will be notified immediately.
- Long term medication will be reviewed with the parent after 1 month.
- If medication is given to the wrong child or a child is over medicated, parents will be called immediately and medical advice will be sought. The incident will be recorded and proprietor notified.

- Over the counter medicines e.g. Calpol, cough mixtures are not kept on the nursery premises and staff are prohibited to administer them to children (unless prescribed by a doctor).
- Parents and carers must not leave medicines in their child's bag.
- Parents and carers should notify staff if their child has taken medicine before entering nursery, this includes inhalers.
- Medicines must be stored in the MEDICATION BOXES located in the refrigerator or in the emergency medication box in the kitchen.
- All staff/student medications should be kept in an appropriate medication box, clearly labelled and stored as above. The manager should be informed if staff are taking medication.
- Emergency medicines for life threatening conditions must accompany the child into the outside areas and on outings.
- If nursery staff believe over the counter medicine is required regularly to control a child's temperature, it will be deemed that the child is too unwell to be at nursery and parents/carers will be called to collect their child and provide medicine at home.

RECRUITMENT AND SELECTION

Rainbow Nursery and Pre-School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and students to share this commitment.

When a vacancy arises at Rainbow we will:

- Follow the Surrey Early Years guide to the recruitment of staff
- Follow the Statutory framework for the Early Years Foundation Stage

Any member of staff planning to work with children at our setting will have at least a Level 2 or above recognised Early Years qualification and with some experience of working with children aged 2 - 5 years. They will either have, a current Early Years paediatric first aid qualification and have attended a Safeguarding Children course or be attending in the immediate future.

We are an equal opportunities company that has a regard for the Equality Act 2010 and actively promotes a diverse workforce that values people for their differences. Throughout our recruitment process we will encourage applications from those with disabilities.

Prior to advertising any vacancy we will assess whether the job role requires restructuring. This may include:

- Updating Job Description
- Updating Job Specification
- Updating Employment Contract
- Update interview questions

The outline of the setting's recruitment process is as follows:

Advertise internally



Advertise via jobcentres/online job searches



Send out job application forms/ person specifications/ job descriptions/ recruitment process and safeguarding policy



Select for interview – based on qualifications, experience & job spec using short listing grid



Interview with Deputy Manager & Manager (Candidate to bring **original** certificates and ID)

Part A- formal interview with questions and Part B-practical in the nursery incl observations



Select candidate – based on answers, suitability, visit and job spec using short listing grid



Candidate receives letter of rejection or acceptance – Acceptance letter includes offer hours, pay, and notice and probation period.



Collect relevant paper work – written references, copy of certificates & training, DBS paperwork.



Candidate's first day and Induction starts – Health/safety, induction pack including policies, uniform, tour, intro to staff



Weekly or fortnightly performance meetings during probation period.



On successful completion of probation a final performance meeting – to discuss future employment, training and contract.



Regular supervision sessions- to discuss performance, feelings, areas for improvement.



Annual appraisals- to reflect on practice, past/future training, goals, ideas, strengths/weaknesses



On-going training- termly development workshops from Surrey, training for qualifications, training updates for First Aiders, Child Protection and Special Needs Co- coordinators and in-house training.

Application

All applicants will receive an application form, job specification, job description, recruitment process, safeguarding policy and the settings prospectus. All application forms should be fully completed and written in ink. Any criminal convictions or cautions should be detailed on separate paper and enclosed in an envelope marked ‘Confidential Disclosure’. Should the candidate be selected for interview the contents of the envelope will be discussed. If the applicant is unsuccessful the unopened envelope will be returned to them.

Selection for Interview

Using the job description and specification sheets, applications will be short listed for interview. Letters will be sent out inviting candidates to an interview stating where, when and who will be on the interview panel. We will advise candidates on what documents to bring. Verbal references will be sort at this stage.

Interview

The interview panel will consist of at least 2 members of staff will last approximately 45 minutes. Candidates will be asked to provide original proof of identity and original certificates to prove training and qualifications. Candidates will be asked if they are signed up with the DBS update service, if so do they give permission for the proprietor to access their file. If they are not signed up with the update service, candidates will be told that they have to pay for their own DBS check if successful. All ID and certificates will be checked. Questions will be the same for every candidate for the same position although if a suitable answer has not been given additional questions may be asked. Candidates will then be asked to visit the nursery to observe a child and make a written observation, this is mandatory. All candidates will be advised when a decision will be made. All candidates are treated equally and fairly.

Selection for Employment

All interviews will be fully recorded. Short listing will be continued from before using the interview and the visit. Each candidate will receive a letter/email of either acceptance or rejection. The acceptance letter will state that the appointment is subject to satisfactory references and DBS/ health checks. For unsuccessful candidates, interview notes will be kept for 6 months. Unsuccessful candidates may have feedback on their interviews on request.

Staff Development

All staff will carry out a safeguarding course within their first six months of employment if they haven't already got a current certificate. This will be updated every three years for a practitioner and every two years for a DSL or DDSL (Designated Safeguarding Lead, Deputy Designated Safeguarding Lead). All staff will be expected to undergo Paediatric First Aid training and this will also be updated every three years.

Rainbow prides itself on well trained and qualified staff. Support is given for every member of staff to further their development and gain higher qualifications.

Last reviewed: April 2019

SECURE STORAGE, HANDLING, USE, RETENTION & DISPOSAL OF DISCLOSURES

As an organisation using the Disclosure and Baring Service (DBS) to help assess the suitability of applicants for positions of trust, Rainbow Nursery and Pre-school complies fully with the DBS code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under The General Data Protection Regulation (GDPR) and other relevant legislation pertaining with the safe handling, use, storage, retention and disposal of Disclosure information.

All disclosure information is kept in a lockable, non-portable filing cabinet in the nursery's storage container on the grounds of Groveley Hall. No one other than the owner and Manager of the nursery has access to this cabinet. No copies of ID such as birth certificates etc or DBS certificates are kept.

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. Disclosure information is not passed on to any other person.

Disclosure information is only used for the specific purpose for which it was requested and for which the member of staff gives full consent.

Once a recruitment decision has been made, we do not keep disclosure information for any longer than is necessary. This is generally a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If it is necessary to keep Disclosure information longer than this period we will consult the DBS.

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, e.g shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle. We will not keep any photocopy or other image of the Disclosure. However we will keep a record of the date of issue, the name of the subject, the type, the position for which the disclosure was requested, the unique reference number and the details of the recruitment decision.

RECRUITMENT OF EX-OFFENDERS

(This is made available to all Disclosure applicants at the outset of the recruitment process.)

As an organisation using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, Rainbow Nursery and Pre-school complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Rainbow is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependents, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records, depending on the circumstances and background of your offences. We select all candidates for interview based on their skills, qualifications, experience and suitability for the post.

Candidates will be encouraged to provide details of their criminal record at an early stage in the application process. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process. Unless the nature of the position allows Rainbow to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974. (Failure to reveal information could lead to withdrawal of an offer of employment) An enhanced Disclosure will be carried out on all potential staff employed at Rainbow Nursery and Pre-school.

STAFF DISCIPLINE AND GRIEVANCE

Disciplinary Procedure

- In the case of any breach by you of your duties or terms of employment, save for a fundamental breach, you will receive a warning, which may be given verbally or in writing. All verbal and written warnings will be kept on file for a period of a year unless it's a safeguarding matter then the warnings will be kept on file for 10 years or retirement whichever comes first.
- Where the Manager or the Proprietor has found it necessary to give two or more warnings, whether verbally or in writing, and whether relating to the same matter or not, the Proprietor may decide to terminate your employment, and to decide how much notice, if any, shall be given.
- Verbal warnings will be given by the Manager or Proprietor. Written warnings will be issued by the Proprietor.
- The Manager will receive warnings only from the Proprietor.
- Prior to a written warning, you will be given the opportunity to discuss the incident with the Manager/Proprietor in attendance, you may have a representative, and however they can only be a work colleague or union rep.
- In the case of breach of contract or in the case of gross misconduct the Proprietor may dismiss you without any notice. Theft and abuse, whether it's verbal, physical or sexual constitutes instant dismissal. Under the Safeguarding Vulnerable Groups Act 2006, the proprietor will make a referral to the DBS if the member of staff has been dismissed (or would have been I, had the person not left the setting first) because they have harmed a child or put a child at risk of harm.
- The procedure for instant dismissal will be as follows:

Step 1 – You will be immediately suspended from duties and given a statement in writing of what you have alleged done. (You will be paid normal wages, until the decision date)

Step 2 – Within one week from the day of suspension you will be asked to attend a meeting with the Proprietor and either the Manager or a member of staff if they were a witness, to discuss the situation (You may have a representative with you, however they can only be a work colleague or a union rep)

Step 3 – The proprietor will make a decision. This will take no longer than 2 days from the meeting date.

Step 4 – You have the right to appeal.

Grievance Procedure

- Any grievance you may have arising out of, or relating to your employment should be put in writing to your employer.
- A meeting will then be arranged to discuss the grievance, and it is acceptable that you may have a colleague or union rep to accompany you.
- If a mutually satisfactory agreement has not been reached during the meeting, the matter will be referred to an outside body for conciliation.
- The final stage would be, if requested, an appeal.

Revised April 2019

COMPLAINTS

We work hard to deliver a high-quality childcare service for you and your family however from time to time things may go wrong or we may not meet your expectations. We deal with all complaints in confidence unless, by law, we have to protect you or other people from harm. Please take a moment to look at the procedure below.

- We strongly encourage all parents/carers to approach either the manager or proprietor if they have a complaint arising out of, or relating to their child/children's care at the nursery. This can be done in person, telephone call or letter. We want you and your child to be totally satisfied with our service, so all complaints are dealt with seriously.
- Where the manager has been notified, the proprietor will automatically be informed.
- The proprietor, will then investigate the matter fully, this may include a meeting with the parent/carer.
- All complaints are recorded in our complaints book, which is available for all parents/carers to see at any time.
- When the proprietor has finished her investigations, she will inform the parent/carer of the outcome of the complaint.
- If a complaint is made in writing to the nursery. The proprietor will respond in writing within 28 days.
- If the parent/carer feels the complaint has been dealt with unsatisfactorily or the matter is against the Proprietor the matter must be referred to Ofsted on the number below.

Kathryn Bendall (Proprietor) – 0208-890-7162

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

0300-123-1231

Email: enquiries@ofsted.gov.uk

WHISTLE BLOWING

Staff will be encouraged to inform the Manager of any instances of unsatisfactory practice that they observe whilst working at the Nursery.

Staff are encouraged to discuss any concerns they have at staff meetings, supervision sessions, appraisals, etc. in confidence. The Manager operates an open door policy for all staff to enable them to express concerns at any time.

All concerns are treated seriously and will be dealt with immediately.

Raising a Concern

All staff should normally raise concerns with the Nursery Manager. This depends, however, on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice. For example, if senior management is involved the incident should be reported to the proprietor, or if this is not possible i.e Proprietor out of the country, OFSTED. Concerns may be raised verbally or in writing. The earlier concerns are expressed, the easier it is to take action. Staff may wish to consider discussing concerns with a colleague first and may find it easier to raise the matter to management.

The Companies Response

The Company will respond to all concerns made. A meeting will be set up with the staff member who raised the concern and evidence if any will be shared.

In order to protect individuals and those accused of misdeeds or possible malpractice, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take. Concerns or allegations which fall within the scope of specific procedures (for example, child protection or discrimination issues) will normally be referred for consideration under those procedures.

Whistle Blowing Hotline, OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

0300 123 3155 or email
whistleblowing@ofsted.gov.uk

BAD WEATHER

Rainbow Nursery and Pre-school will try to keep the setting open and as little disruption as possible in bad weather conditions.

If the Brownie and Guide leaders or Surrey County Council decide the site is unsafe and either insist or suggest we do not open the nursery then this will be the case for the safety of Rainbow's children and their families.

If the nursery has to close the manager will notify all parents/carers of children due in for that session/day either by phone and/or text message as soon as possible. (It is the manager's responsibility to ensure she keeps the contact number for each child safe and updated).

If the nursery does open, staff and parents/carers must follow safety instructions carefully regarding the foot paths and entrances which are to be used.

The nursery follows strict adult to child ratios therefore can only take a certain number of children. The procedure will be as follows:

- Staff who are in walking distance of the nursery will be expected to get into work unless it is treacherous to do so.
- The manager will work out how many children and what age groups can be accommodated for the session with the amount of staff due in.
- There will be priority for parents who will be going into work and who live locally and are likely to get to the nursery.
- All parents/carers will be notified as soon as possible.
- Parents/carers who are notified by the manager that the nursery is either closed or they cannot (for staffing reasons) take their child for that session will not be charged for that particular session. All other parents/carers whose children are expected in will be charged whether their child attends or not.
- Staff who do not attend work will not be paid.

KEY PERSON

Every child at Rainbow will have their own key person which will be allocated once the child has settled in. In between a child's first and second settling in visit, staff will carry out a home visit to start bonding with the child. On 'settling in' days the staff can continue to build on these relationships with child and parents. To ensure key person and child are best suited to each other, consideration will be given to the child's sessions, individual needs and age group (as the nursery is split into younger and older age groups). A key person may need to be changed in the future, this maybe to do with if a child's session changes, as they change age groups or if a member of staff leaves, this will be kept to a minimum.

The role of the key person is:

- Help the child become familiar with the setting and feel confident within the environment.
- Bond and continually build relationships with the child's parents/carers and family members.
- Celebrate the child's achievements and share these with family/carers.
- To ensure that the child's care is tailored to meet their individual needs so that they can thrive and develop.
- Plan time to talk and work with the parents to share the child's development and progress.
- Prepare and support the child ready for either school or another setting and ensure their transition is a smooth one. This includes completing transition forms and liaising with other professionals.

FOOD AND DRINK

Rainbow nursery and pre-school provides nutritional snacks both for the morning and afternoon session and a healthy lunch, which meets children's individual dietary requirements. Drinking water is available at all times and children are encouraged to help themselves. These are the foods we provide:

Snacks:

- Variety of fresh fruit/vegetables (apples, pears, bananas, oranges, grapes (cut in half), melon, plums, pineapple,
- Wholemeal toast with vegetable spread
- Water/Semi skimmed cow's milk. Milk shake/hot chocolate on occasion

Lunch:

- Ham, cheese, chicken sandwiches/rolls/wraps
- Savoury mini snack eggs
- Savoury cocktail sausages
- Crumpets with vegetable spread
- Pancakes & raisins
- Bread sticks/pitta breads with humus
- Crackers with spread and cheese
- Low fat yoghurts
- Fruit Malt loaf
- Cheese cubes
- Baby tomatoes (cut in half), carrot/cucumber/pepper sticks)
- Water
- Fresh diluted apple/orange or pineapple juice

The Food Standards Agency -14 Food Allergen List

(Highlighted are the ones we may use for snack time or cooking sessions)

- Cereals containing gluten
- Crustaceans
- Molluscs
- Eggs
- Fish
- Peanuts
- Nuts
- Soya beans
- Milk
- Celery
- Mustard
- Sesame
- Lupin
- Sulphur Dioxide (Sulphites-pickled foods, vinegar, grape juice)

We limit the allergen foods as much as possible. If we provide grapes or cherry tomatoes we cut these in half to minimise the risk of choking.

Snack Time Routine

- Snack is prepared in the kitchen by staff who have been trained in 'Basic Food Safety & Hygiene'
- Whilst children are carrying out activities during the session staff play a song on the CD player to indicate snack bar is now open.
- When a child has decided they want snack they come to the table to see if there is a space then they wash their hands at the hand washing station..
- They then can select a cup and choose a place to sit.
- The children can then help themselves to as little or as much snack as they wish (within reason) and can pour their own drinks.
- Children are supervised and monitored at all times and are never left alone to eat or drink.
- They are then encouraged to clear their cup and bowl away.

Snack time is a social event which encourages self-selection, independence, knowledge of healthy eating and opportunities to try new foods. Staff constantly promote positive behaviours e.g. 'good sitting', 'good passing', and 'good manners'. Staff encourage the use of utensils and good hygiene practices. Parents and children are welcome to contribute to the snack bar and children are often asked in circle times what foods they want at snack times.

Dietary Requirements and Special Diets

Although children have the choice of food and drink every snack time we respect parent's wishes. Children who have special diets due to their culture or medical needs are respected at all times and the nursery works with the parents to ensure children's needs are always met. All staff are aware of these dietary requirements and procedures are in place to ensure children do not get given food they shouldn't have. For severe allergies an emergency procedure is in place and followed if necessary.

Cooking Activities

We have regular 'Healthy Cooking Sessions' to teach the children about different foods, different cooking techniques and to get them to try different foods. It also provides parents with ideas for healthy recipes to try at home. Sometimes our activities include food tasting: 'Goldilocks & the Three Bears'. We will inform you of this in advance and put it up on our notice board.

Food brought from home

To support children's learning with different cultures we sometimes ask parents to provide cultural snacks for children to try. To ensure we are providing safe and healthy foods for our children, these occasions will be planned out carefully with the parents.

If it's a child's birthday and you would like us to celebrate it at nursery, please speak to a member of staff. We ask that instead of birthday cake or sweets being brought in, you could supply some stickers or even a small game of pass the parcel. This is due to cakes being high in sugar and should be given after a meal rather than in between meals for a snack.

How do I know what my child is eating/drinking/cooking

On the front door pinned to the notice boards is a display of what foods are available for each day. is. You can approach your child's key person at any time if you would like more information about how your child eats/drinks at nursery. Recipes will be sent home with the children when they do a 'Healthy Cooking Sessions.'

Fussy Eaters

Is not uncommon for some children to be a bit fussy with their eating. Please talk to us about your concerns and we can offer you support. To support fussy eaters we will encourage food tasting in small quantities at the child's own pace using rewards and lots of positive praise. At snack/lunch

times they will be strategically sat next to children who are good eaters for role modelling. They will be involved more in preparation and cooking activities to encourage interest.

www.nhs.uk/conditions/pregnancy-and-baby/pages/fussy-eaters.aspx

Food Poisoning

In the event of any food poisoning affecting 2 or more children/staff, the proprietor will notify the environmental health authority immediately and Ofsted within 14 days. All staff have a basic food hygiene qualification.

Reviewed May 2019

NO SMOKING, ALCOHOL AND DRUGS

Rainbow aims to be a healthy and safe environment for all children, staff, students, parents, carers and visitors. The whole site is a no smoking zone and anyone seen smoking will be asked to leave the premises immediately.

Staff are in breach of contract if found smoking on the premises and will be disciplined accordingly (staff refer to their contracts). Students will be reported to their college to be disciplined and may lose their place at the setting.

Staff, students, volunteers and visitors will be asked to leave the premises immediately if staff and/or the manager believe them to be under the influence of either drugs, alcohol or both. Staff and students will be disciplined as mentioned above. In the event that a parent/carer drops off or collects a child from the setting and is clearly under the influence of drugs, alcohol or both, the manager and the DSL will be notified immediately to decide what course of action should be taken.

Action that could be taken depending on the severity of the situation:

- The manager and the DSL will try to remove the parent/carer to somewhere quiet and away from the rest of the children.
- The manager and DSL will try to persuade the parent/carer to contact a responsible adult to come and collect them from the setting and look after them and if necessary the child until the effects of the alcohol/drugs have worn off.
- If the parent/carer does not agree to this the manager may call children's services and if necessary the police.
- If the adult tries to drive a vehicle the police will be called.
- If a child is put in danger the police and children's services will be called.

Staff who are taking medication which they believe may affect their ability to care for children should always seek medical advice and inform the manager. Staff will only work directly with children if the advice is that the medication is unlikely to impair their ability to look after children.

COLLECTING CHILDREN

It is our duty of care to all the children who attend Rainbow to ensure they leave the premises in the safety of a person who the child's parent/guardian deems responsible enough and has allowed us to do so. However we have a right to refuse that hand over if in our professional judgment feel that the person is any of the following:

- Is not recognised by nursery staff and cannot produce a pass card/password
- Is under the age of 16 years old - We feel that is unfair to expect a young person under the age of 16 (no matter how sensible or mature) to have the responsibility of collecting a child from the nursery.
- Has a court order against them that forbids them to collect the child (even if that person is their biological parent)
- Is under or suspected to be under the influence of drugs or alcohol
- Appears physically and/or mentally incapable
- Is abusive in any way to either the child in question or any other children they may have with them.
- Once a child has been collected from our care safely they are no longer our responsibility.

Being on time

Please always be on time. Not only does it put our staffing ratios out it is not fair on your child. You will be surprised to know that your child picks up on routines very quickly and starts to understand when they are going home. For a child who has been left at nursery please refer to 'Non collection of children Policy'. If you need to collect your child earlier than the end of the session please call and let us know. Please be aware that constant disruptions in a session unsettle the children.

If your child is persistently collected after their session has ended (even if the nursery is still open) a penalty will be charged £10.

STUDENT WORKING

At Rainbow we like to be able to offer placements to young people who have decided they would like to train in childcare to further their career. This means we accept young people from schools and colleges to come and work alongside trained practitioners to gain knowledge and experience in childcare. We are free from any discrimination when we accept students however we do need to meet their needs as much as we do for the children we care for. We will work together with schools and colleges but if we feel as a nursery we cannot meet a student's needs for any reason we will discuss this with their tutors.

- Although students will have had a DBS check carried out by the college, students at Rainbow will never be left unsupervised with the child/children.
- Students will be given an interview by management before placement commences.
- Students will be expected to follow the setting's policies and procedures at all times and to follow our code of conduct (see Student Job Description)
- Students will be mentored by a named senior member of staff who will be responsible for signing diaries, liaising with tutors, overseeing training and supervising attendance.
- Students will have activities and observations to complete as part of their course work this again will be overseen by their mentor and written permission will be sought by parents/carers and staff for observations or case studies.
- Due to the size of the nursery a maximum of two students will be given a placement at any one time.
- Students will not be counted in the child: staff ratios except in special circumstances where the ratios are comprised for a short period of time (staff sickness). However the student would have to be over 16 years old and would still have to be supervised by staff at all times.

SUPERVISION POLICY

The aim of supervision is to provide an opportunity for all staff/students and management to meet at regular intervals to discuss and provide support to ensure they feel happy in their job and to fulfil their role effectively. It's a two way process that enables both parties involved to develop a positive and mutually supportive discussion. Staff are given time and encouraged to talk openly and honestly about any concerns or worries they may have within their role or/and with the setting as a whole.

Expectations of a supervisor: To have appropriate training, Listen, encourage, empower, meet supervisee's needs, be professional, prepared, sympathetic, offer advice and be fair.

Expectations of a supervisee: Open, honest, proactive with discussion, prepared, take the session seriously, use the time effectively

- Planned sessions will be arranged every half term, staff will be given notice as to when these will be held. Up to half an hour is set aside for these sessions. Staff or management may ask to have an unplanned supervision at any time eg safeguarding, whistleblowing, disciplinary. New staff will have fortnightly supervision sessions during their probation period.
- The setting manager or deputy will carry these out for all staff/students and will do each other's. Staff may request either manager or deputy to carry out the session depending on who they feel more comfortable with.
- Supervisions will generally take place at the setting during the working day, however it may deem more appropriate in some cases for it to take place outside the setting in a mutually convenient location.
- Areas for discussion are determined by both parties. Management will typically discuss: actions from last session, any performance issues/job role, training needed, learning journals, and achievements.
- All supervisions are confidential and only need to be shared with management or other staff on a need to know basis, with staff consent. However if a safeguarding or disciplinary issue arises from the meeting the appropriate action will be taken whether the staff give their consent to share information or not.
- All supervisions are recorded and signed by both the supervisor and the supervisee. Copies can be given if required. These are kept in staff files in lockable filing cabinet.
- Issues that need attending too will be dealt with as soon as possible depending on the importance or urgency. Training will be booked as soon as there is spaces on the course. Changes to job role may not always be possible or may take longer to organise.
- Staff can evaluate the supervision process by filling in a section on the back of the pro forma.

ARRIVAL AND DEPARTURE

The register is very important and is the responsibility of all staff to ensure it is correct and up to date at all times.

- 8.30am/9am The register is kept on the radiator in the hallway by the front door
- Children will be marked in with pen immediately when they arrive.
- The register key is as follows A=Absent, L=Late, H=Holiday
- Children who are typed in red are under 3 years old and those in black are over 3 years old
- Any differences for collections should be written on the bottom of the register.
- At 9.15am (registration time) the total number of children are recorded on the register and on the nursery's 'room notice board'
- The register remains in the hallway radiator.
- Car park gates are then locked
- A visitor's book is used to record the comings and goings of visitors. This must be kept under the register when someone is visiting.
- 12pm. Children will be either marked in for the lunch session or out as they are collected via the fire exit door. Total will be logged on register and changed on the board.
- 12.30pm. Children will be marked in when arriving via the main door.
- 12.45pm. Register will be returned to the hallway radiator and the total logged again on the register and board.
- 3pm. Children will be marked out when collected via the main front door.
- The register will be kept up to date with timings of any children that leave early or late.

Only registered, recognised people will be able to collect the child. Unknown persons will be asked to produce a 'passcard' or 'password' (see 'Collecting Children Policy')