

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856



Policies

2025-2026

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

These are working documents and are subject to change

SAFEGUARDING POLICY

Statement of intent

Our pre-school strives to work with children, parents and the community to ensure the safety and protection of children. The Pre-school Leader & Manager Donna Turner and Business Manager Jacqui Harrison are the Designated Safeguarding Leads (DSL). From November 2025, Lynda Spenner, Deputy and SENDCo will be trained in Designated Safeguarding Lead and Jacqui Harrison removed from the role. Clair Gomes – Room Leader, is responsible for reporting absences.

Aims

- to have a duty to safeguard children in our care and siblings and visiting children, not in our care, against any kind of abuse
- create an environment which encourages children to develop a positive self-image and self-esteem
- uphold the protected characteristics as per the Equality Act (2010) (Amendment) Regulation (2012)
- encourage children to develop a sense of independence
- enable children to have the self-confidence and realisation that it is ok to say NO.

Safeguarding Children – Introduction to Child Protection - definitions (Sept 2013) -

SAFEGUARDING – Protecting children from maltreatment; preventing impairment of children’s health or development. Ensuring that children grow up in circumstances consistent with the provision of safe and effective care

CHILD PROTECTION – to protect specific children who are suffering or at risk of suffering “significant harm”.

SIGNIFICANT HARM – harm is defined as the ill treatment or impairment of health and development. Significant harm includes physical, sexual and emotional abuse and neglect.

The legal framework for this work is:

Primary Legislation

- The Children Act (1989) and (2004)
Taken from ‘legislation.gov.uk, Children Act (1989)’
- section 17 – Child in Need Plan (general duty of every local authority) – Provision of services for children in need, their families and others
- section 47 – Child Protection Plan (local authorities duty to investigate) – (a) ...a child who lives, or is found, in their area (i) ..subject of an emergency protection order..(ii) ...in police protection, (b).....is suffering, or s likely to suffer, significant harm.
- Data Protection Act (1984) revised (1998) (2018)
- The Protection of Children Act (1999)
- Safeguarding Vulnerable Groups Act (2006) (revised 2012)
- Equality Act (2010) (Amendment) Regulation 2012
- Counterterrorism and Security Act (2015)
- Female Genital Mutilation Act (2003)
- General Data Protection Regulation GDPR (2018) *Guidance*
- What to Do if You are Worried a Child is Being Abused - *Advice for practitioners* (2015)
- Information sharing *Advice for practitioners providing safeguarding services to children, young people, parents and carers* (2015)
- Working together to safeguard children *A guide to inter-agency working to safeguard and promote the welfare of children* (2015)
- The Prevent Duty (2015) *non statutory duty in the Counterterrorism and Security Act (2015) in building resistance to radicalism by promoting British values.*
- The Framework for the Assessment of Children in Need and Their Families (2000)
- Working Together to Safeguard Children (2023)
- Guidance for Hertfordshire Early Years settings on Drug and alcohol (Jan 2016) *Secondary Legislation*
- Sexual Offences Act (2003)
- Criminal Justice and Court Services (2000)

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Human Rights Act (1999) (Amendment / Regulations 2005)
- European Convention on Human Rights (ECHR) (2000)
- Race Relations Act (1976) (Amendment / Regulations 2000 & 2008)
- Rehabilitation of Offenders Act (1974) (Exceptions) (Amendment (England & Wales) Order 2012) (amended 2023) *Liaison with other agencies*
- We work with the members of the Hertfordshire Safeguarding Children Partnership (HSCP) guidelines.
- We have a copy of the Hertfordshire Safeguarding Children partnership (HSCP) Guidelines available for staff and parents to peruse on request. A copy of the Safeguarding poster from HSCP, 'Recognise, Response and Refer', is displayed in the entrance to the centre and in the office. Multilingual copies can be obtained.
- These guidelines are followed in the event of a concern alongside our own in-house procedures.
- Contact number in the first instance following the guidelines on the poster is the Children's Services Centre 0300-123-4043. This is to see 'whether the social care threshold has been met (ie where safeguarding needs are unclear)' Herts for Learning EY Team Safeguarding – Introduction to Child Protection (Sept 2013). Then referral through Children's Services – 0300-123-4043.
- Members of the Hertfordshire Safeguarding Children Partnership include:
 - Hertfordshire district councils
 - West Herts Hospitals NHS Trust
 - Hertfordshire Constabulary
 - Hertfordshire Probation Service
 - Hertfordshire Youth Offending Service
 - The Hertfordshire Primary Care Trusts
 - Hertfordshire Partnership NHS Trust
 - East & North Herts NHS Trust
 - Children and Family Courts Advisory Service (CAFICAS)
 - National Society for the Prevention of Cruelty to Children (NSPCC)
- We notify the registration authority. As we are Hertfordshire based, we will contact the following if any incidents occur with regard to child safety and protection:
- **Children's Services – Hertfordshire County Council – 0300 123 4043**
 - Ofsted – 0300-123-1231 if a serious incident occurs which meets their threshold of reporting.
 - Hertfordshire Police Child Abuse and Investigation Unit - 0845-3300222 Police**
 - 999 in an immediate emergency
- In the first instance we must gain permission from the parents, unless the child is in immediate risk of significant harm. In these instances, Children's Services or the Police will be contacted.
- We would contact the local authority through Children's Services on safeguarding children / child protection issues in any emergency and also if required, inform Ofsted.
- If a report is to be made to the authorities, we act within the Hertfordshire Safeguarding Children Partnership (HSCP) guidance and advice on whether to inform the child's parents at the same time, unless this would put the child in increased danger. In this instance, the police would be informed and procedures from HSCP followed.

Methods Safe Staffing and volunteering

- Registered Individual / Nominated person and Committee Members are vetted through the DBS enhanced system through Ofsted. All other staff members are DBS enhanced checked / vetted through a reputable company.
- HWPSN follows the Department for Education Early Years foundation stage statutory framework for employment.
- Two references, two forms of ID (one photographic) showing current proof of address, proof of NI number, proof of working in UK, and any certificates relevant to the job are required to be provided prior to employment. This information must be originals and kept on the staff member's file.
- Staff members must have an Enhanced DBS and sign up for the update service. DBS numbers are taken and included on the staff members Personal Records.
- Regular volunteers will be registered according to the above.
- At least one member of the interview panel will be a Designated Safeguarding Lead, trained in Safer Recruitment.
- All staff members and regular volunteers are given an induction on starting.
- Staff members have Safeguarding training. This is updated as and when required every two years.
- Pre-school Leader & Manager and Deputy are trained in Designated Safeguarding Children and are the named Designated Safeguarding Lead in this policy. This is updated as and when required every two years.
- Training is also carried out as and when needed due to changes in procedures or legislation.
- We ensure that qualified staff outnumber non-qualified staff. We provide adequate and appropriate staffing resources to meet the needs of children. Ratios of 1:5 for children aged two and 1:8 for three- and four-year-olds. Ratios of 1:2 on local walks or outings.
- Applicants for posts within the pre-school are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974 (updated 2023) in relation to children and young people. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- We abide by Ofsted requirements in respect of references and DBS Enhanced checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the pre-school or has access to the children.
 - Volunteers do not work unsupervised.
 - We abide by the Protection of Children Act (1999) requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of safeguarding children concern.
 - We have procedures for recording the details of visitors to the pre-school on the Family app.
 - We take security steps to ensure that we have control over who comes into the pre-school so that no unauthorised person has unsupervised access to the children.
 - New staff members, on starting, have access to Staff Handbook, Policies and Procedures to adhere to immediately. **Young Persons and Apprentices (see Young Persons and Apprentices Policy)**
 - Young people and Apprentices must abide by all policies and procedures and will be given an induction on starting.
 - On starting, Apprentices are given access to the Staff Handbook, Policies and Procedures to adhere to immediately.
 - Young people under 18, doing work experience from school etc. will not work unsupervised.
 - Young people will not work with children unsupervised unless they are over 18, DBS enhanced checked and update service, have two references and are deemed competent by the Pre-school Leader & Manager and Deputy. **Whistleblowing with regard to Safeguarding Children**
 - If a staff member has a complaint about another staff member with regard to their behaviour towards children, in the first instance, they will take their concern to the PSL&M to resolve the issue. If unresolved, the PSL&M or staff member will approach the Chairperson or another Officer and both decide on appropriate action either in house through stages 1-5 of the Complaints Policy or by contacting the Local Authority Designated Officer (LADO) on 01992-555420 if appropriate.
 - **Whistleblowing with regard to staff conduct or performance, stated in Employee Handbook.**
 - If a staff member has a complaint about another staff members conduct or performance, in the first instance, concerns are taken to the Deputy and or PSL&M to resolve the issue. If unresolved, concern will be taken to the Chairperson or another Officer. The Chairperson or other Officer will then follow procedures stage 1 – 5 of the Complaints Policy if necessary or take the concern to Local Authority Designated Office (LADO) if necessary.
 - Staff members are aware that they can by-pass the Deputy and PSL&M or Officers / Committee and inform Ofsted if they are uncomfortable with issues they do not wish to discuss with PSL&M or Committee.
- Disciplinary Action**
- Where a member of staff or a volunteer is internally disciplined or dismissed because of misconduct relating to a child, we notify Children Ofsted so that the name may be included on the List for the Protection of Children and Vulnerable Adults.
 - If a member of staff has an accusation made against them by a parent/guardian, that member of staff will be given leave until the issue is resolved.
- Child protection**
- We create within the pre-school a culture of value and respect for the individual.
 - We ensure that safeguarding children's issues are carried out in a way that is appropriate for the ages and stages of our children.
 - Staff procedure: -
Types of abuse are: - PHYSICAL, EMOTIONAL, SEXUAL AND NEGLECT
Remember that the welfare of staff and the child is paramount. Confidentiality must be kept.
 - Look for signs of abuse in your everyday work.
 1. when you are changing a nappy
 2. if you notice symmetrical bruising
 3. bruising on the face below the eyes
 4. the child always seems to have bruising
 5. child in pain from bites, burns, scalds
 6. changes in personality begin such as withdrawn, aggressive or upset
 7. behaviour that is not age appropriate such as sexual actions 8. child coming in dirty or smelly / clothes not washed
 9. unusually thin, constantly being ill, high absence.
 - Listen to children
 1. stay calm, quiet and offer reassurance, 2. do not influence or ask leading questions.
 3. look for language that is not age appropriate
 4. look for a child becoming very quiet or reluctant to speak, out of character
 5. listen for disclosure
 6. we will not promise to keep it to ourselves
1. Report incident to Designated Safeguard Leads (DSL) Pre-school Leader & Manager and Deputy.
 2. Log incident on a Safeguarding Concern form, ensuring time, date and counter signature from DSL. Any language used by the child or parent or other person, must be recorded verbatim.
 3. All incidents must be logged to look for patterns in behaviour or signs of abuse.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

4. Depending on the incident,
 1. Discussion between Designated Safeguarding Leads, (DSL), PSL&M and Deputy as to what actions will be taken.
 2. If necessary, case file to be opened and a chronological form of events to be logged.
 3. Contact HSCB if necessary and follow guidance
 4. Parents/carers can be approached in a calm sensitive way and asked for an explanation. Log response verbatim.
 5. If incident is felt that a negative reaction will come from parents/carers, outside help is to be sourced.
 6. This will be according to the Hertfordshire Safeguarding Children Partnership (HSCP) guidelines on poster in office, noticeboard in foyer and the Child Protection file. The first call for Pre-school at this point should be Children's Services on 0300-123-4043 or the N.S.P.C.C. 0808-800-5000, or if it is felt that the situation needs immediate action, the police should be called. Or contact police directly on 999.
- Follow HSCP procedures and guidelines by liaising Children's Services and staying informed of what is happening to the child.
- Attend conferences if asked to and only state the facts that are written and be objective.
- Keep yourself safe. To immediately contact police on 999 if concerned. ie:-
 1. We have prior knowledge of and have been warned about. In this case, Pre-school will plead ignorance of the person, calmly explaining our 'Collection Policy', while 999 call is being made by another member of staff. – DO NOT hesitate in making this call.
 2. Staff to shout out '**RED BALLOON**' as a code if they feel they are in danger and to call 999.
 3. Is not a 'named' person and who does not know the 'password' and we have not had prior warning or photograph of the person, to collect that child, but is insistent on taking the child
 4. Person who becomes verbally or physically aggressive, staff are to stay with children.
 5. If a person tries to or forcibly takes child, we are not to put ourselves in danger by trying to take the child back.
 6. Run and hide option depending on where the perpetrator enters the building.
 7. Practise evacuation procedure regularly.
- DSL's are to deal with any unknown visitors.
- In all cases, staff are not to open the doors to anyone they do not know, but to indicate to wait while DSP's are found.
- Safeguarding issues may affect you, so please speak to DSP or other member of staff who is aware of the incident. This may help with coping.

Complaints

- We ensure that all parents know how to complain about staff or volunteers or actions within the pre-school, which may include an allegation of abuse.
- We follow the guidance of the HSCP when investigating any complaint that a member of staff or volunteer has been accused of abusing a child.
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.
- Local Authority Designated Office (LADO), will be called to investigate the accusation about a member of staff on 01992-555420, within one day of the allegation.
- Member of staff will be asked to leave, on full pay, until the investigation has finished. This is for their own safety as well as for the accuser's well-being.

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual, including female genital mutilation and neglect.
- If there are cause for concern, we follow in house procedures, logging concerns, seeking the designated person, following the 'recognise, respond, refer,' procedure on the HSCB guidelines.
- When children are suffering from physical, sexual, neglect or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the pre-school monitors the situation.
- We allow investigation to be carried out with sensitivity. Pre-school staff members take care not to influence the outcome, either through the way they speak to children or questions asked towards children.
- Parents / Carers will be approached and spoken to with sensitivity unless there is a concern that the child will be harmed.
- If there is concern that a child may be subject to significant harm, Children's Services (0300-123-4043) will be called.
- We follow the 'Meeting the Needs of Children and Families in Hertfordshire', Integrated Practice Continuum of Needs, to assess whether the child has universal needs (single service /Early Help Module – EHM, Families First), additional / complex needs Specialist Needs and Safeguarding (Specialist Assessment – Section 17 Child In Need or 47 Child Protection, of the Children Act 1989 revised 2004).
- Where a child shows signs and symptoms of 'failure to thrive', neglect or any abuse, we make appropriate referrals through our local Health Visitor or local Family Centre at Beane Valley, Watton-on -Stone 01920-831053.

Disclosures

Where a child makes a disclosure to a member of staff, that member of staff:

- Reassure to the child;
- Listens to the child;
- Gives reassurance they will take action.
- Member of staff will never promise not to tell anyone.
- The member of staff does not question or prompt a child by asking leading questions
- Log the concern verbatim, anything the child has said, giving the date, time and signing the disclosure
- Member of staff will disclose information to named DSL, and a decision will be made on how to move forward

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Information will be on a need-to-know basis and only disclosed to other staff members if necessary **Recording suspicions of abuse and disclosures**
- All members of staff know the procedures for recording and reporting.
- Children will have individual case folders.
- A chronological record is kept at the front of a child's folder.
- Record report sheets 'Safeguarding Log' are kept in the Safeguarding Children Folder or individual child's folder, under section 17 Child In Need or under section 47 Child Protection, and to be filled in by staff members only as per 'Disclosure' above, and kept in a locked filing cabinet and all reports appertaining to the child are also kept in their individual folders.
- We understand that children may make allegations against other children and investigate accordingly and following procedures. **Informing Parents**
- Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the HSCP does not allow this. Parents will be by-passed if we believe the child is at risk of significant harm from the parents. This will usually be the case where the parent is the likely abuser. In these cases, the investigating officers will inform parents.
- **Confidentiality**
- All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of Children's Services, 0300 123 4043.
- All records containing personal information are kept in a locked filing cabinet and are only looked at by staff and other professionals on a need-to-know basis. Permission must be sought from parent/carer through a Child's Personal Records, before information can be used by Preschool Staff for training and study purposes.
- Anything that is spoken about, within the Pre-school, is kept confidential by all staff and other professionals. Staff, volunteers and temporary workers must sign a 'Code of Practice' form stating that they agree to keep confidential, anything they see or hear during their time at Preschool.
- **Support to families**
- The pre-school takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.
- The pre-school continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the HSCP.
- The care and safety of the child is paramount, we do all in our power to support and work with the child's family. **Vulnerable Children**
- Children and / or families will not be discriminated against in any way.
- Pre-school will work in a multi-agency capacity to ensure safety and security for the child.
- **Mobile phones, Photographs and recording equipment (also refer to E-Safety and Mobile Phone Policy)**
- Personal mobile phones of staff members are not permitted anywhere near children whilst in setting or when using outdoor play area. They are to be stored with personal belongings in a cupboard or Staff Office out of access to children. All staff members are given the Pre-school office telephone number as a contact for emergencies.
- Parents / Carers are not permitted to use mobile phones when on the premises. They are asked to switch them off or leave the premises if they continue to use them. This is stated in the Parents Charter updated May 2024, created by parents for parents.
- Photographs containing children who no longer attend are destroyed.
- During event where parents, carers, families and friend attend, we state that photos and recording equipment can be used however stress that it is for their own personal use only and not to be published on the internet or elsewhere as it may contain other children.
- Observational photographs are taken on tablets and phones by staff members and uploaded to the respective child's online learning journals (refer to E-Safety Policy for data protection). The parents give consent to this in an initial form as part of their child's personal records.
- Parents sign to give consent to their own child's image being used in another child's learning journal if photographs are taken of groups of children.
- Staff sign their induction to agree that their own image can be used in setting and in children's online learning journals. **Sharing information with other professionals**
- This will not be carried out if it is felt that the child would be endangered by this action, and HCSP procedures will be followed. **Parental consent**
- Parents are asked to either give or refuse consent to various parental permissions on our online system. **The Prevent Duty and British Values**
- To assess the risk of children and identify any individual who may be susceptible of being influenced by radicalism, extremism, and terrorism.
- To monitor any behavioural change to staff, children, families and regular visitors.
- To monitor any repeated or unexplained absences of children / families.
- To report any suspicions of terrorism, extremism or radicalisation our Hertfordshire Safeguard Children's Board (HSCB), Children's Services on 0300 123 4043, Police 101, Department for Education helpline 020 7340 7264, Channel (government programme, to help and support early stage identification). <https://www.gov.uk/government/publications/channel-guidance>
- To uphold British Values through personal, social and emotional development during children's learning. This is by promoting liberty, respect, tolerance, democracy and rule of law.
- All staff to complete online 'WRAP' 'workshop to raise awareness of prevent' training.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

Operation Encompass Safeguarding Statement

High Wych Pre-school Nursery is a part of Operation Encompass.

Operation Encompass is a national police and education early intervention safeguarding partnership which supports children who experience Domestic Abuse.

Operation Encompass is in place in every police force in England and Wales, the Isle of Man, Jersey, Guernsey, Scotland, Northern Ireland and Gibraltar.

Children were recognised as victims of domestic abuse in their own right in the 2021 Domestic Abuse Act.

There is a legislative requirement for police forces to share information with educational settings through Operation Encompass.

Through Operation Encompass the police will share information with our setting about ALL police attended domestic abuse incidents which involve any of our children who are related to either of the adults involved in the incident. This sharing of information will occur PRIOR to the start of the next school day. The notification will inform us about the context of the incident and will include the Voice of the Child.

Once a Key Adult (DSL) and their deputy (DDSLs) have completed the free National Online Operation Encompass Key Adult training they will cascade the principles of Operation Encompass to all other staff.

All staff are encouraged undertake the online training.

The DSL, Donna Turner, undertook training on 11 December 2025.

Our parents are fully aware that we are an Operation Encompass setting and we ensure that when a new child joins our setting the parents/carers are informed about Operation Encompass through our Welcome Pack.

We display the Operation Encompass posters.

The Operation Encompass notification is stored in line with all other confidential safeguarding and child protection information.

The Key Adult/s have led training for all staff about Operation Encompass, the prevalence of Domestic Abuse and the impact of this abuse on children.

At High Wych Pre-school Nursery, we have also discussed how we can support our children who are experiencing Domestic Abuse on a day-to-day basis and particularly following the Operation Encompass notification.

We have used the free Operation Encompass Handbooks to inform our thinking

We are aware that we must do nothing that puts the child/ren or the non-abusing adult at risk.

When the Pre-school Leader & Manager, DSL or DDSLs leave the setting and other staff are appointed, we will ensure that all Operation Encompass log in details is shared with the new Pre-school leader & Manager/Key Adults and that the new member of staff will undertake the Operation Encompass online training.

This concludes the Safeguarding Children Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

ATTENDANCE AND ABSENCE POLICY

MONITORING ATTENDANCE

- We register the date and time each child comes into setting, through our online registration system on Family.
- Parents will be contacted, to ask for an explanation as to why their child is absent, if they do not update their child's absence on Family by 10.00am.
- If children are absent, it is the responsibility of the parent to log onto their child's online account and give an explanation as to why their child is absent. It is preferable that this is done on their child's online learning journal on Family or it can be by email or phone call.
- For sickness, illness or injury, parents must give a full explanation and not just put 'sick'. If parents just write 'sick', then we will assume that the child has been vomiting and inform the parent that the child has to be free from vomiting for two whole days, from their last bout. This also applies to diarrhoea.
- For holiday, parents must enter the first day and last day of their holiday.
- For absence (without illness), parents must enter the first date and last date of absence, giving a full explanation.
- If a parent does not fill in the form on their child's Family account, or call or email, then we will contact the parents for an explanation.
- The parent must give a valid reason for their child being absent.
- Key People will monitor when their Key Children's are absent and look for a pattern. **ABSENCES**
- Signing children into setting is done by the Room Leader, who will identify if children are absent.
- Parents and carers are to inform Pre-school, by Family app, text, phone call or email, as soon as they are aware that a child will be absent. A possible return date is to be given.
- PSL&M, Deputy or Room Leader will contact parents within an hour of a child not attending if parents have not been in contact about an absence.
- Parents and carers are required to give a reason for the absence.
- Absences are stored on the Family app.
- Should a pattern of absences arise, Key People will look into the reasons by contacting parents and discuss with DSL's who will make an informed decision on what action to take.

NEXT STEPS

- Parents may be called in for a meeting, to give a full explanation for the unexplained absences.
- Support will be offered to families who are finding that bringing their child is regularly a challenge. This could be through HWPSN or Family Centre Support Worker. HWPSN will start the process in supporting families.

This concludes the Attendance and Absence policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

EQUAL OPPORTUNITIES, INCLUDING RACIAL EQUALITY

INTENT

To adhere to Equal Opportunities and Equity for all.

Clair Gomes Ait-Younes is our Equality Named Co-Ordinator (ENCO)

If required, staff will receive training in relevant aspects of equal opportunities to ensure their ability to actively support this policy. Equal Opportunity does not mean that everyone is treated the same, as each person is individual and therefore has unique needs and requirements. It means that everyone is given equity, the same opportunities to care and learning.

AIMS

- Uphold the Equality Act 2010 and subsequent amendments and not discriminate against anyone because of the following protected characteristics: 1. age, 2. gender reassignment, 3. being married or in a civil partnership, 4. being pregnant or on maternity leave, 5. disability, 6. race including colour, nationality, ethnic or national origin, 7. religion or belief, 8. sex, 9. sexual orientation.
- Children Looked After (CLA), Children in Need (CIN), are given priority within our Admission Policy, subject to availability.
- Achieve an environment in which members of the Pre-school can be respected as individuals and in which the varied experiences of the community can enrich their life at Pre-school.
- Contribute towards a happy, caring environment and show respect and appreciation of one another as individuals.

LEGISLATION

- All staff, parents/carers and pupils will be involved in developing, implementing and monitoring the equal opportunities policy and practice.
- The Pre-school recognises its responsibilities under the Race Relations Act (1976) and the Race Relations (amendment) Act (2000), Special Needs and Disability Act (2001) and subsequent updates, Disability Discrimination Act (2005), Autism Act (2009) and Sex Discrimination Act (1975), Equality Act (2010), to eliminate discrimination and to promote good relations.
- The Pre-school recognises its need to celebrate the diversity and difference that exists within its community and to ensure there are opportunities to respond to the expectations and challenges of the curriculum.

The Pre-school will pay attention to ensuring that there is Equal Opportunity for all by:- MULTI-CULTURAL

- To incorporate a balanced view of the world through a multi-cultural approach.
- To recognise that our pupils are world citizens who will meet a wide variety of cultures throughout their lives.
- To evaluate our practice to ensure that it is not at the expense of indigenous cultures, by promoting British values.

LANGUAGE AND COMMUNICATION

- Listen to all children, at their level using eye contact and positive body language.
- Listen to children who are non-verbal by watching body language and facial expression.
- Visual prompts used.
- Positive body language, expressive gesture and facial expressions are used by staff members.
- If required, breaking speech down to basics and modelling, using intonation as a question, ie 'milk?', holding carton of milk to child.
- English as a second language, staff to learn basic words for greetings and for child's needs, from family, extended family or interpreter, if agreed by family. Visual prompts and aids used. Other professionals included in support for family, if necessary.
- Child with hearing impairment is given equal experience of learning, adapting setting and situation to meet their needs. Makaton and basic signing learned if family agree. Ensuring that the child has eye contact during all communication.

SEX

- To promote non-sexist attitudes.
- To allow children equal access to opportunities by promoting equity.
- Work towards the eradication of sexist stereotyping.
- To promote non-gender attitudes.
- To allow children equal access to opportunities by promoting equity.
- To work towards the eradication of gender stereotyping.

RACIAL EQUALITY

Requirements under the Race Relations (Amendment) Act (2000) •

Review all policies on a regular basis in order to promote race equality.

- Address aspects that may affect children, staff, parents/carers such as:
 - Learning process
 - Child admissions
 - Observation, record keeping and assessment

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Behaviour management ○ Working with the wider community
 - Care, learning and play
 - The curriculum guidance for Foundation Stage
 - Guidance and support ○ Staff selection, recruitment and retention
 - No child or adult will be treated in a derogatory manner.
 - To challenge racism in the context of a caring Pre-school community.
 - Children and staff to learn from different cultures, backgrounds, faiths and beliefs.
 - Children receive support on an individual basis, taking into account personal and cultural needs.
 - Positive attitudes are encouraged across cultural diversity, race equality and difference.
 - Non-stereotypical displays represent diversity.
 - Encourage children to develop a sense of community through inclusion in Pre-school.
 - Pre-school has a commitment to ensuring respect for all and help prepare children for life in a culturally diverse society. ABILITY
 - To recognise good effort and attitudes regardless of academic achievement.
 - To endeavour to recognise any gift or talent a child may have and extend and encourage that skill.
 - To allow all children access to equipment, resources and teacher time, regardless of their academic achievements.
 - To value all efforts and achievements of children in all areas of the curriculum.
 - To recognise that every child has an entitlement to a positive learning environment, in order that they may reach their potential.
- DISABILITIES
- Children's individual needs need to be considered.
 - A provision is made for the individual special needs of any disabled children within our Pre-school community.
 - A disabled child has a right to take part in all activities within the Pre-school environment. Environment to be adapted to meet child's needs.
- CLASSISM
- Assumptions are not made regarding class difference.

MONITORING OF THE POLICY

We acknowledge that groups of people have often suffered disadvantage due to prejudice or ignorance. We recognise it is all too easy for the structure of institutions to result in 'inequality by default'. We therefore commit ourselves to take positive steps to examine our policies and practices and change them where necessary.

We address and challenge inequality with children through play by promoting diversity, non-stereotyping, differentiation and British values. Inappropriate attitudes and practices are challenge. Parents and carers are encouraged to respect each other through our Parents Charter. We would call parents / carers in for a private meeting with Chairperson and witness to incident and parties involved to address and resolve situation. This will only be carried out if the safety and security of these individuals is not threatened. A mediator may be called to help situation. In extreme situations, where staff members, children or parents are in danger, Police will be called immediately to ensure everyone's safety.

This concludes the policy for Equal Opportunities Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

MANAGEMENT OF BEHAVIOUR POLICY

Vision and values

Children should be free to play and learn in a safe and secure environment, which promotes positive behaviours using everyday teaching.

Children are protected by law under the Children Act (1989) update (2004).

Aim

We aim to provide an environment where boundaries and Pre-school rules are evident, in order to promote pro-social behaviours. Children learn to respect themselves, others, their environment and community. Boundaries are set in accordance to each child's individual needs and capabilities.

Methods

Donna Turner and Clair Gomes Ait-Younes support the implementation of management of children's behaviours.

We require the named people to keep themselves up to date with legislation, research and thinking on promoting children's positive behaviour; and relate it back to Pre-school staff during Staff Meetings. They update and reiterate the processes and procedures.

We familiarise new staff and volunteers with the pre-school's behaviour policy and its rules for behaviour.

We require all staff, volunteers and students to provide a positive model of behaviour by treating children, parents and one another with respect and care.

Therapeutic Approaches to Behaviour (TAB). This incorporates physical contact, legislation, record keeping, and why anti-social behaviour develops. This is ongoing learning and HWPSN will aim to attend all training.

Anti-social behaviour is behaviour that causes harm, distress and disruption to others in setting, or damage to facilities, equipment and toys. This may also include who are internalising their emotions and feeling.

Anyone on site is not to harm any another person, the facilities, toys or equipment. Difficult and dangerous anti-social behaviour examples could be kicking, punching, pinching, biting, pulling hair, pushing, scratching, hitting, throwing, swearing, racial abuse or derogatory language. This is not a conclusive list.

Pro-social behaviours is behaviour that is socially acceptable.

We use positive strategies for reducing anti-social behaviours. The following methods are used:

PROCESS

- Parents are involved.
- We expect staff to embed the Management of Children's Behaviour Policy and TAB.
- Staff are to work closely with families and assess each child's individual needs.
- Find out about a child's cultural capital and previous experience and any initial concerns about the child's behaviour from families, from their enrolment form.
- Assess their baseline of learning within the first three weeks of starting at HWPSN.
- When necessary, incidents are recorded on our online system Family and are uploaded directly for families to view and acknowledge.
- Continuously monitoring and observe and highlight any concerns expressed by Key Person.
- Through initial concerns, Key Person will voice issues to SENDCo.
- Assessments may be carried out through Individual Assessment Education, learning and Development (IAELD), to monitor any possible special educational need & disability.
- SENDCo to instruct an ABCC to be put in place to monitor and see if any triggers or patterns arise.
- These ABCC forms are reviewed to decipher the function and trigger of why the anti-social behaviours are being expressed.
- Develop a risk reduction plan to promote pro-social behaviours.
- A review to take place every half term with SENDCo, Key Person and Family.
- Not all children will need to go through this process and anti-social behaviours are assessed as and when needed.

ANTI-SOCIAL BEHAVIOUR

We cannot guarantee that a child will not get hurt by another child's anti-social behaviour.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

When anti-social behaviour arises, adult will intervene and assess the situation, in order to reduce anti-social behaviours. Adult will support child to try to understand their emotions and find out what the child is trying to communicate.

Try to distract the child away from the situation.

If physical intervention is needed, parents will be informed on the same day.

We may use a safe hugging technique, if appropriate and if the child allows. An adult will stand or get down to child's level, be at the side of a with one arm around them. This will only be carried out if it is safe for the adult to do so.

If an adult or child is the recipient of anti-social behaviour, another adult will be on hand for support. If a child presents anti-social behaviour, parents will be notified on Family through an incident form.

BITING

Working with parents

A member of the Senior Leadership Team will contact both sets of parents by phone, to explain the incident.

Staff will keep the identity of each child confidential.

Key People will work with the parents as a team, of the child who has bitten, to gain any sort of pattern.

Key People and Parents will agree a plan to move forward, if this is a regular occurrence. This could mean working on a reduced timetable until the plan can be implemented, i.e., bring in staff as cover to enable Key People to shadow.

We are at liberty to contact parents to collect their child if we deem their behaviour is or has been harmful to others or the environment.

Strategies to prevent anti-social behaviours

We distract the child from the situation and explain the consequences of their actions. For example, throwing toys will break them or hurt someone.

We provide alternative opportunities as a distraction tool.

We praise and endorse positive, pro-social behaviour such as kindness and willingness to share.

We aim to prevent anti-social behaviours from occurring by using the strategies above, when we see a trigger for those behaviours. We remove the child from the situation by talking in a calm manner asking them to move away from the situation to a quiet area and give them opportunities to self-regulate.

We encourage children not to use verbal aggression or expletives.

We promote "SAFE AND KIND HANDS", and we ask parents to promote this at home.

If needed, we will ensure that children are guided to a quiet place where they can be supported and have time to recover and self-regulate.

We encourage children not to scream or shout.

We are aware that children are unpredictable, and all of the above are likely to happen at some point. We will endeavour to help children to understand what is considered acceptable behaviour, by using explanations that are appropriate to their level of understanding.

INCLUSION

We try to our best to support children, however, we may insist that hours are reduced until there is an improvement in behaviours. If behaviours persist, we may look towards exclusion. This would only be in extreme circumstances where continuous anti-social behaviour put staff and children at risk of harm and serious damage to equipment. Professional judgements will be used.

ENVIRONMENT

We recognise that our huge building is not for every child. We notice that some children cannot cope well with the large space. We may suggest to families, if we feel that their child is not having the learning experience that they could have, to try another setting. This will only be suggested after we have tried everything to support and help their child to grow and learn.

INCIDENTS TOWARDS ADULTS BY CHILDREN We promote a culture of respect.

Staff will work closely with families to ensure consistency.

Staff members use self-preservation and keep their distance. They will not get close to a child who is hitting, trying to scratch or bite or kicking.

Staff members may put themselves between the toys or equipment that the child is attempting to kick or throw.

Staff will distract or move other children, staff and toys out of the child's way to avoid further possible harm. Child may need support with self-regulation and time to recover.

EXTERNAL AGENCIES

We work with other agencies such as Health Visitors, Emotional Well-being Strategy (EWBS) Officers and Educational Psychologists in order to support children and their families. This is to ensure that as much support can be given to the child as possible to promote pro-social behaviours.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

OTHER ADULTS

We do not tolerate any anti-social behaviour from any other adults who come to the site.

We follow the protective characteristics as stated in the Equality Act (2010), and do not directly or indirectly discriminate.

We also expect it of others on site.

These protective characteristics are discrimination against the following: -

- age
- disability
- gender reassignment
- marriage or civil partnership (in employment only)
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

We have a Parents Charter, which is written by parents, for parents to follow.

If any person uses anti-social behaviour towards a staff member, they will immediately be banned from site.

Police may be called, and prosecutions made, depending on the severity of the anti-social behaviour. We will always try to find a resolution.

This concludes the Management of Behaviour Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

SPECIAL EDUCATIONAL NEEDS AND DISABILITY POLICY (SEND)

Statement of intent

We provide an environment in which all children are supported to reach their full potential.

Definition of SEN from the SEND Code of Practice January 2015

“A child or young person has SEN if they have a learning difficulty or disability which calls for special educational provision to be made for him or her.”

Lynda Spenner is our Special Educational Needs and Disability Co-ordinator (SENCo).

Aims

- We have regard for the DfES Special Educational Needs Code of Practice (2011) and the updated DfES Special Educational Needs and Disability Code of Practice (2014).
- Legislation adhered to is as follows - Children and Families Act 2014, The Children Act (2004) (Every Child Matters), Data Protection Act (1984) revised (1998), Equality Act (2010) (Amendment) Regulation 2012
- We aim to include all children in our provision.
- We identify the specific needs of children with SEN/disabilities and meet those needs through a range of strategies.
- We work in partnership with parents and other agencies, such as our Inclusion Development Officer (IDO) 07812-824079 or 01992-555938, Health Visitor, Child Development Centre - Welwyn Garden City, Speech Therapist, Hertfordshire County Council – Children’s Services 01438-737500 or Essex Social Services SENCo Department 01245-493622, in meeting individual children’s needs. This includes additional SEND funding through the 3-4-year funding and we can apply for funding through Exceptional Needs Funding (ENF) or Emerging Needs Funding (EF).
- Exceptional Needs Funding will only be sort if a child is deemed to have an exceptional need.
- We monitor and review our practice and provision and, if necessary, make adjustments.
- Produce our Local Offer for SEN and update termly which is available on the Herts Direct website.

Methods

- We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the setting.
- We ensure that our inclusive admissions practice ensures equality of access and opportunity.
- We ensure that our physical environment is as far as possible, suitable for children with challenges to their mobility.
- We ensure access is available to parents/guardians who have a disability.
- We work closely with parents of children with SEN/disabilities to create and maintain a positive partnership.
- We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
- We provide parents with information on sources of independent advice and support.
- We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
- We use the graduated response system for identifying, assessing and responding to children's special educational needs, which includes the HCC Individual Assessment Education Learning and Development Toolkit (IAELD).
- We provide a differentiated curriculum to meet individual needs and abilities.
- We use a system of planning, implementing, monitoring, evaluating and reviewing individual Support Plans (SP) for children with SEN/disabilities.
- We ensure that children with SEN/disabilities are appropriately involved at all stages of the graduated response, taking into account their levels of ability.
- We use a system for keeping records of the assessment, planning, provision and review for children with SEN/disabilities.
- We ensure the effectiveness of our SEN/disability provision by collecting information from a range of sources e.g. monitoring, support plans, reviews, IAELD, staff and management meetings, parental and external agencies views, inspections and complaints. This information is collated, evaluated and reviewed termly or as and when necessary.
- Legislation relating to this policy comes under the Equality Act 2010.
- We monitor and review our policy annually.

LANGUAGE AND COMMUNICATION

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Listen to all children, at their level using eye contact and positive body language.
- Listen to children who are non-verbal by watching body language and facial expression.
- Visual prompts used.
- Positive body language, expressive gesture and facial expressions used by staff members.
- If required, breaking speech down to basics and modelling, using intonation as a question, ie 'milk?', holding carton of milk to child.
- English as a second language, staff to learn basic words for greetings and for child's needs, from family, extended family or interpreter, if agreed by family. Visual prompts and aids used. Interpreter sought if no one in the family speaks English. Other professionals included in support for family.
- Child with hearing impairment is given equal experience of learning, adapting setting and situation to meet their needs. Makaton and basic signing learned if family agree. Ensuring that the child has eye contact during all communication.

Identification and Action

We work in close partnership with families and other professionals.

We use the SEND Code of Practice and our own in-house methods and procedures for the identification and assessment, to support, monitor and meet needs of children to promote their progression. This is carried out by putting in place a Support Plan (SP) and through an 'assess, plan, do and review' method. Parents are engaged at every stage of their child's progress.

Children who are already assessed prior to starting may have an Education Health Care plan (EHC) already in place.

It is a requirement government that we produce a document called our 'Local Offer' stating what we as a setting provide for children with SEND.

This concludes the Special Education and Disabilities policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

HEALTH AND SAFETY POLICY

High Wych Pre-school Nursery Health and Safety Policy.

PURPOSE

It is the intention of the Pre-school to provide and maintain safe and healthy working conditions and environment for all employees. Also to provide a safe and healthy conditions for children and visitors.

RESPONSIBILITY

Donna Turner, Pre-school Leader & Manager and Lynda Spenner Deputy are our Health and Safety champions, who ensure this policy reviewed, updated and implemented.

RISK ASSESSMENTS are listed on our Risk Assessment Policy and are reviewed on a termly basis. There are a set of Risk Assessments for employees and for the environment.

A 'DAILY RISK ASSESSMENT' is taken before staff and children begin the session, and risks removed or logged. These are kept on a clip board for everyday use. Daily risk assessments are filed and kept for three years. This policy is updated and amended as necessary. A Health and Safety Statement in in place on our notice board in the foyer area.

EMPLOYER RESPONSIBILITY

It is the responsibility of High Wych Pre-school Nursery to follow legal requirements with regard to Health and Safety for employees. Risk Assessment and Policies are in place for all staff to adhere to and for their protection. These are documents that are available on our Family app and staff made aware of any updates as and when they happen.

Health and Safety is explained during inductions, prior to new staff, students and volunteers starting.

Health and Safety is discussed at every Staff Meeting.

Paediatric First Aid training and Food Hygiene training is in accordance with Ofsted requirements.

Health and Safety Policies and Risk Assessments are reviewed and updated yearly or as and when the need arises.

REGISTRATION

- Arrival and departure times of staff, children and visitors are recorded on our online system Family. If the online system fails, a written record will be carried out.
- At all times when leaving and returning to the hall, for example evacuation purposes, a head count is undertaken of staff, children and visitors.

FIRST AID BOX (plus two bags for outdoor play)

- We ensure that staff members who hold relevant First Aid training will be on site daily. A list of First Aid trained staff is kept in the First Aid Box and displayed on our information board.
- The First Aid box is kept on the adult table in the classroom.
- Leaflet giving general guidance on First Aid is in the First Aid box.
- Regular checks of the First Aid Box are made to ensure that stock levels are kept up and items are not out of date. To be carried out by Lynda Spenner.

Risk Assessments for employees include:

Pregnancy and new parent

Lone Working

Working at height

Fire and evacuation

Health, Safety and Welfare

Manual handling

Display screen equipment.

Hazardous chemicals and substances

Personal mobile phone and smart equipment

Return after absence

Illness and Existing Medical conditions

Wellbeing

Working from home

Young people

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

Risk Assessments for the environment include:

Individual Child Risk Assessments
Accident, Incident, illness and existing injury
Administration of medicines
Drop-off and collection
E-Safety
Fire and evacuation
Toileting, changing of clothes and suncream
Outdoor environment
Indoor environment
Car park
Hazardous substances
Illness
Snack and lunch
Visitors

CROSS CONTAMINATION

- Hands must be washed before handling food. The separate sink in the kitchen to be used.
- Allergies list is available.
- Hands must be washed after toileting. All children and adults will wash their hands before handling food.
- All children and adults will wash their hands after toileting.
- The Pre-school will not keep any animals on site. On the occasion that they are brought in, care and attention is given to the animals' welfare.
- Children and adults to wash hands after touching any natural matter, such as plants, trees, flowers, soil, and sand.
- It is the parent/carers responsibility to bring to the attention of the Pre-school if their child has any allergies towards animals.
- All children will wash their hands after stroking and handling animals.

IDENTIFYING HEALTH AND SAFETY HAZARDS TOILETING / SOILED NAPPIES / WET OR SOILED CLOTHING

- All staff, and regular volunteers (if they have a DBS enhanced checked and are over 18 years of age) are to changed soil nappies. The exception will be for staff who have a diagnosed back condition, and they are unable to change nappies.
- Disposable gloves and aprons to be worn. After changing they are to be double wrapped and disposed of in normal waste. Soiled nappies are to be double wrapped and returned to parents / carers for disposal.
- Wet / soiled nappies or clothing are double wrapped and sent home in accordance with The Environmental Protection Act (Duty of care) Regulations 1990 (Amended 1991), DEFRA and Health and Safety Executive.
- Disposable gloves and aprons, and paper cloth is used for cleaning bodily fluids or excrement and to be double wrapped in plastic bags and disposed of in normal rubbish bin. This is in accordance with Environmental Health, East Herts Council, Tel:01279-655261.
- Parents/carers are to provide nappies and wipes for their own children were necessary.
- Any marks or rashes that are seen will be recorded on an Incident log/ Safeguarding Concern Log Sheet and reported to the Designated Safeguarding People (Pre-school Leader & Manager and Deputy). This is then used to liaise with parents and evoke safeguarding if necessary.
- If a child refuses to have their nappy changed and is wet or soiled, staff will phone parent/carer to come in and change child's nappy in setting. This action will be supported by a staff member who will ensure the parent/carer and child are the only people present in the toilet area during changing.
- Disposable gloves and protective aprons MUST be worn when dealing with any bodily fluids and double wrapped and placed in the normal bin after use.
- Adults to wash their hands after dealing with any soiling, wetting, spillage, or dealing with bodily fluids, as well as wearing disposable gloves.
- Items of soiled children's clothing must be double wrapped and placed in the child's own labelled bag to be taken home.

ILLNESS

- As with all illness, if anyone is not fit to come into setting, they should stay at home and follow NHS guidelines.
- Children must be kept away from HWPSN if they are ill.
- Children will be sent home if they become ill during the session and an accident form is filled in on Family stating the reason, time and date.
- We require all parents and carers to keep emergency contacts up to date.
- Children are to be kept away from HWPSN for two clear days from their last bout, if they are suffering from vomiting, diarrhoea or from commencement of treatment if they have impetigo.
- If they have conjunctivitis, treatment for the condition must be sort before the child returns to HWPSN.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Children may return after chickenpox once they spots have scabbed over.
- HWPSN takes its guidelines on health and infection control from the Health Protection Agency.
- Absences MUST be reported by parents explaining why their child is absent, and it must be logged on the child's account on Family.
- Pregnant staff members will be informed of any reported illnesses.

MEDICINES / ALLERGIES AND MEDICAL CONCERNS

HWPSN will administer prescription and non-prescription medicines.

- Short term medication is logged on a child's Family account. This is filled in online by staff and parents must acknowledge.
- This is for prescribed and non-prescribed medication.
- **ANITBIOTICS** – parents must keep children away from setting for 24 hours, each time a child is administered a new prescription for antibiotic, regardless of whether they have had the same medication previously. This is in case there is a reaction to the medicine.
- We have suitable storage for medicines that need to be refrigerated.
- If a child is taking prescribed medication other than an inhaler or Epipen, we strongly advise that your child stays at home until the medication no longer needs to be administered.
- All medication taken on a regular, or an 'as and when needed' basis, is stored in Pre-school, to be kept in an individual box for each child, in our Pink Medicine Box. This will be kept in the original labelled box with name, medication, and dosage and expiry date. All medication is to be received into Pre-school in the original box / packaging from the Chemist/Doctor.
- The Pink Box also contains a thermometer, Calpol, Piriton and Nappy Cream for nappy rash, in a labelled box.
- Parents MUST give permission on Family to enable us to administer HWPSN's own medication and take temperature. If this is needed, staff will log this on Family for parents to acknowledge.
- A medical audit is carried out each term to ensure medication is within date by Donna Turner.
- Epipen training updated if we have a child who requires treatment.
- A list of children with allergies or medical concerns/issues is kept in the kitchen and used daily. This has a photograph of the child and any medical / allergy information. To be compiled by Donna Turner.
- Medical Forms MUST be acknowledged on Family by the parents/carers before prescribed medicine, with the exception of inhalers or Epipens can be administered.
- **CHILDREN WITH ASTHMA**
- Children who have asthma or who use an asthma pump are to have information on Family appertaining to their condition.
- Plan is to contain instructions on how, when and who can administer medication.
- Two staff members needed to administer. One to administer, one to witness, both acknowledge the form on Family.
- Each person's medication to be kept separately in a click lock lidded box, in the pink Medicine Box.
- Medicines to be date checked once a term.
- Preventative medication to be given according to parent request and to be acknowledged on Family.
- If child has a spontaneous attack, follow first aid process.
- Look for the signs of attack – difficult breathing, shallow rapid breaths, distress, and irritability. Keep the child as calm and still as possible.
 - Reassure
 - Administer medication
 - Number of puffs as prescribed on medication box
 - If they do not improve, contact parents and call 999/111 if necessary.

CHILDREN WITH TYPE 1 DIABETES /

- Training, Individual Health Care Plan from Health Professionals, Individual Risk Assessment will be in place prior to the child being allowed in setting.
- Risk Assessment must be agreed by parent, prior to child being in setting.
- Procedures from Health Professionals Health Care Plan, Training and Risk Assessment must be followed at all times.
- Medication is kept in a specified area in the kitchen.
- Child will be fully monitored by designated trained staff member, usually their Key Person.
- Two Staff Members to administer medication, if required.

CONVULSIONS AND FITS

- Individual Health Care Plan, filled out by parents, will be in place prior to the child being allowed in setting.
- The Health Care Plan must be followed at all times.
- Individual Health Care Plan cards to be issued to all staff.
- Staff to be aware of any warning signs.
- Medication is kept in a specified area in the kitchen, if required.
- Child will be fully monitored by designated trained staff member, usually their Key Person.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Two Staff Members to administer medication.

CHILDREN WITH OTHER LONG TERM CONDITIONS REQUIRING MEDICATION

- Health Care plans, training, Risk Assessments, if needed, will be put in place prior to child being in setting.

SAFETY INDOORS AND OUTDOORS (PLUS HAZARDS)

- Health and Safety information from the Health and Safety at Work Act (1974) is highlighted to staff members on commencing employment.
- Health and Safety Poster is on display in the main office.
- During outdoor Risk Assessment, staff members must wear protective gloves at all times and use a grabber if required, when collecting rubbish etc. This is to be disposed of in black sacks and put in the outside bin.
- If a staff member comes across items such as syringes or tissues with blood or body fluids, ensure that this is disposed of by picking it up using a secondary source, ie, double gloved hands inside another bag.
- Staff members to be extra vigilant and do this at their own risk. Staff should not let the item come in contact with your skin. This is to prevent cross contamination and exposure to Hepatitis B, Hepatitis C, and HIV. If there is contact with skin, immediately following any exposure should be dealt with by washing the site of exposure liberally with soap and water, but without scrubbing and person go straight to Accident and Emergency at local hospital.
- If any staff member is uncomfortable with picking up items, advice and action to be sort through Pre-school Leader & Manager.
- Any issue to be reported to The Bullfield's Centre Manager (SYPRC) for action and prevention and logged in the Daily Risk Assessment on the day.
- Environmental Health check to be carried out on kitchen area and food handling areas and certificate obtained from Hertfordshire County Council.
- At least one staff member to hold an up-to-date Food Hygiene Certificate.
- Children do not have access to kitchen area.
- Dangerous substances such as antibacterial sprays for cleaning tables before and after lunch are kept in kitchen area, away from child access.
- All spillages are mopped up immediately.
- Antibacterial spray to be used for bodily fluids when necessary. To be sprayed onto a cloth first, when children are in the vicinity.
- All persons to be warned of spillage and area cordoned off and sign posted using yellow warning signs, until dry.
- Room Leader to allocate one person to sweep the floor after snack and lunch, to ensure food is not left on the floor.

HOT WEATHER PRECAUTIONS

Staff will wear to wash hands in between each sun cream application, to prevent cross contamination and allergic reactions.

During hot and sunny weather, care is taken not to be out during the hottest part of the day and to restrict time.

It is Parents/Carers responsibility to apply sun cream to their child/children before coming into HWPSN.

It is Parents / Carers responsibility to provide a sun hat, every time a child is in session, during the summer months.

In the event of a child attending for a full day (9.00am to 3.00pm), and if Parents / Carers want sun cream to be reapplied, they must provide Factor 50 SPF sun cream, labelled with their child's name, in a clear zip lock bag. The zip lock bag is necessary to prevent cross contamination and allergic reactions.

Parents and Carers must give parental permission on Family, before HWPSN can apply any sun cream to the child.

If a child attends a three-hour morning or afternoon session, and parents / carers deem it necessary, sun cream can be brought in for application during that session. This must have a label with the child's name, be in a zip lock bag and a parental permission given on Family prior to application.

Parents / Carers are to place the sun cream in our specific 'sun cream' box, and to collect their child's sun cream at the end of each session.

It is the Parents / Carers responsibility to let staff know whether they have brought in cream and want it applied to their child.

If a child refuses staff at HWPSN to apply sun cream, then Parents / Carers will be contacted. We recommend using all day sun cream.

COLD / ADVERSE WEATHER PRECAUTIONS

- Children will be dressed appropriately for the weather during outdoor play.
- If children do not have appropriate clothing or footwear, they may not be taken go outdoors.
- Children will not be taken out if it is deemed unsafe.

UNFORESEEN EVENTS THAT MAY CAUSE CLOSURE

- **High Wych Pre-school Nursery will close for Health and Safety reasons if: -**
- The weather or other unknown circumstances causing unsafe travelling conditions for families and staff.
- Parents / carers can be contacted during a session if unsafe conditions develop, to collect their child.
- If the building, car park or field becomes unsafe, unworkable or dangerous.
- Staff ratios cannot be adhered to due to illness and if relief staff cannot cover.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- All parents / carers will be informed on Family before 8.00am to ensure everyone know of the closure.
- See Admissions and Transitions Policy for information regarding fees.
- All decisions to close are not taken lightly and made by Officer Trustees.
- Local school are used as guidelines as they receive closure information from Hertfordshire County Council.

MANUAL HANDLING / ELECTRICAL

- Lifting will be done in accordance with the Manual Handling Poster– Health and Safety at work. A copy is given at induction.
- Care must be taken by staff when storing and removing equipment.
- Staff should refrain from picking children up, except in extreme circumstances.
- A ladder is available and must be used to access equipment on higher levels.
- External doors are all fitted with locks which cannot be accessed from the outside unless a key is used. The Manager, Hazel Verity has a key and understands that she cannot open the door and must allow Staff to let her enter during session times.
- Electrical appliances are all PAT tested annually, and certificate of safety held in the Risk Assessment folder. Receipts are kept for new electrical equipment as guarantee, until PAT is due after one year of purchase. If faults occur should immediately be reported to the Preschool Leader, who will risk assess, remove item if possible, and record incident in Risk Assessment. Faulty electrical appliances are either repaired or replaced accordingly.
- Ongoing safety checks are made daily as and when items are used to ensure plugs are not overheating and equipment is in good working order.

EVACUATION / INVACUATION, LOCKDOWN AND FIRE DRILL

- Evacuation Policy followed in case of fire bell, fire drill or any other reasons for evacuation.
- Fire Drill instructions are situated next to each fire exit door.
- Fire Drills are to be practiced every half term and families will be notified when this occurs.
- Different exits to be used.
- Remain outside until all clear is given.
- One person on site to be a Fire Safety Officer and fire safety trained.

SYPRC MANAGEMENT

- We have a written record form the SYPRC stating that there is not asbestos on site.
- With regard to Legionella. There is no standing water on site near to the Pre-school use.
- We have copies of the SYPRC Fire Alarm testing, fire extinguisher checks, above door fire lighting checks.

CONCERNS

- Health and safety concerns and issues may be brought up at Committee meetings, staff meetings or more urgent matters brought to the attention of the Pre-school Leader, Deputy or Officer Trustees.

MAJOR ACCIDENTS/INCIDENTS PROCEDURE

- In the event of the following, Hertfordshire Safeguarding Children Board (0300 123 4043), Ofsted (08456-404040) and RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) (0845-300-9923) must be informed: - food poisoning, death, serious illness, serious accident or serious injury.

This concludes the Health and Safety Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

ACCIDENTS, INCIDENTS, ILLNESS, AND PRE-EXISTING INJURY POLICY

AIM

The aim of this policy is to demonstrate the processes we follow in the event of accident, incidents, injury and pre-existing injury. This also includes the process for sending children home who are injured or ill.

With all accidents, incidents, injury and pre-existing injury, staff will inform parents through their child's Family account for them to acknowledge. This will include time and date, where it happened, who noticed what was happening or explanation from child or children, any First Aid or treatment or whether the child refused treatment and whether parents were contacted, to give them the option to collect.

If at any time a child deteriorates or cannot get up themselves from an injury, parents and or other medical professionals will be contacted. An ambulance may be called.

Paediatric First Aid trained staff are on site, with a list on the Staff Notice board showing dates of certification and renewal dates.

ACCIDENTS

- If the accident involves a head injury or being hurt by another child, parents will be phoned.

INCIDENT

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- If a child hurts another child, member of staff or breaks equipment through anti-social behaviour, then an incident form is filled in for parents to acknowledge on Family.
- If anti-social behaviour is reoccurring, then we follow our Management of Behaviour Policy.

ILLNESS

- Parents are required to report illness on Family if a child is absent.
- If a child becomes ill during the session, we will contact parents to collect.
- We will then enter on Family under Accident, the date, time and collection time and why the child has been sent home. Parents will then need to acknowledge.
- Children are logged out of Family registration when they have been collected.

PRE-EXISTING INJURY 'Notice on Arrival'

- If noticed on arrival, the staff member on the door will ask the parent about the injury.
- It may not be noticed at the door, but on entering the hall or during the session.
- We may question the child as to how the injury happened.
- Children without or with limited language will not be able to express how the injury has happened but may use body language.
- We will phone the parents to find out a full explanation of the injury.
- The explanation will then be entered on Family under Accident and tick 'Noticed on arrival'
- We will look for patterns of Pre-existing Injury, through Key Person vigilance.
- We will follow our Safeguarding Policy if needed.

In the event of a serious accident or incident:

- Two First Aid trained staff, to assess the situation.
- Staff to contact parents or failing that, contact other people on the child's emergency contacts.
- If it is deemed that the situation is serious, including unconsciousness, seizure that we are unaware of, not breathing, severe bleeding, loss of blood, possible break of bones, loss of limb, severe head injury, ingestion of poisonous substance etc., phone 999 emergency services, carry out First Aid and phone parent.
- A staff member to stay with child until emergency services arrive.
- All staff members to be made aware of situation and remain in ratio to calm and keep other children away. This may include Office staff. This will ensure that adult: child ratios are adhered to with the remaining children being reassured and supported.
- A staff member to reassure parents / visitors who may be on site at the time.
- Ofsted will be informed within 24 hours if the accident meets their criteria.

Head injury, parents are phoned with the option to collect as well as being contacted through our online system by staff filling out an accident / incident form.

- If parents are happy for child to remain in setting, following a head injury, the child is constantly monitored throughout the session for any changes.
- Child initials are put on a 'Head Bump' board and child monitored, throughout the remainder of the session.
- If the child deteriorates at any point, parents are called again, to collect child. Unless the child becomes unconscious, and then ambulance is called prior to calling parents.
- Parents to acknowledge all Accidents / incident forms online through their child's online account.

This concludes the Accident, Incident, Illness and Pre-Existing Injury Policy

COLLECTION POLICY

AIM

The aim of this policy is to ensure the safety of children at collection times.

1. At the end of each session children will be taken onto the carpet area. Staff members to accompany children.
2. Collection times are 11.50am for the morning and 3.00pm. Arrangements can be made to collect earlier at 2.45pm, with prior agreement.
3. Parents are instructed as to where they need to drop off or collect their children from. It is their responsibility to inform anyone else who is collecting as to the drop off / collection routine.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

4. A child will not be released to a person other than the regular parent/carer. The only exception is if the parent/carer gives written permission on Family or telephones personally in advance. Parents must provide a photograph of the person collecting and provide them with a password known to us. If the person does not regularly collect turns up and is not on the emergency contact on Family, then parents are contacted.
5. In the case of an emergency or unforeseen circumstance during a Pre-school session, where the parent/carer will not be there in time to collect their child, they must contact the Pre-school to explain the situation, stating when they will be arriving or who will be collecting. The parent / carer must give a description or email a photo of the person collecting, and they are to be given a password by the parent to relay to us on collection.
6. We will not hand over a child to anyone under the age of 18 years old, even if they are a sibling.
7. Parents must inform us beforehand if they are going to be late collecting their child. If parents are late for collecting their child and do not inform us, High Wych Pre-school Nursery reserve the right to charge a £20.00, late collection fee. This is to cover any costs incurred through staying late and staff remuneration. This fee will be applicable after 12.05pm or 3.15pm.
8. If a parent/carer does not inform us of their unavoidable delay and fails to collect their child, every effort will be made by High Wych Pre-school Nursery staff to contact them, using home phone and emergency contact numbers. If after 20 minutes there has not been any contact from the parent/carer or if Pre-school has not been able to contact anyone through all emergency numbers, High Wych Pre-school Nursery will inform Children's Services. A member of staff will stay with the child until Children's Services arrive to take over.
9. If a child has been, or is attempted to be, handed to the wrong adult:
 - The staff member involved will return child promptly to the setting. ○ The staff member will immediately notify the Deputy and/or Pre-school Leader & Manager of the incident.
 - The Deputy and/or Pre-school Leader and Manager will contact the child's carer's directly, by phone or face-to-face to disclose that the incident has occurred, explain the circumstances and action taken to prevent recurrence.
 - A record of the incident, communications and actions will be made in the setting's safeguarding log.
10. **It is the responsibility of parents/carers to keep all home, mobile and emergency contact numbers up to date. If anything changes, parents/carers need to update their child's online Family account.**

This concludes the Collection and Failure to Collect Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

ADMISSIONS

AIM

The aim of this admission and transition policy is to give clarity of how High Wych Pre-School Nursery offers places.

1. Pre-school is open to children from the local community and surrounding areas.
2. The Criteria for allocation of places will be determined in order of the following:
 - Children looked after by the local authority.
 - Date of Birth (Oldest First)
 - Consideration is taken of children requiring the most hours, if this is in the best interest of the business.
 - Staff ratios must be adhered to at each session; therefore, the age of children must be considered when offering places.
3. Children can be accepted from the date of their second birthday, and they can stay with us until they go to school reception class. In certain circumstances, such as a SEND child, may stay with us until the term after they turn 5 years old, depending on their need.
4. Our intake is at the beginning of Autumn, Spring and Summer Hertfordshire Term times. There may be some allocation during the term if places are available.
5. We offer places for 30 and 15 hour funded children plus anyone who is not yet entitled to funding and will therefore pay fees.
6. If children are funded, families do not have to take their full quota of funded hours. This funding can also be shared with other childcare providers.
7. Sessions are during Hertfordshire Term times and are as follows: -
 - Morning - 8.50am to 11.50am, Afternoon - 12noon to 3.00pm, All day - 9.00am to 3.00pm
8. Families can state their preferred session, which will be allocated, depending on availability.
9. Children start on a minimum of two sessions per week. This is due to building strong relationships and settling children appropriately.
10. Enrolment in High Wych Pre-school Nursery DOES NOT automatically guarantee a place at any local school.
11. Identification is needed prior to offering a place. We need to see the original copy to enable us to record the number of your child's birth certificate or passport.
12. As part of the Enrolment Form, parents or guardians must disclose any Special Educational Needs, Behavioural concerns, allergies or medical needs, that you suspect or that have been identified by a GP or other health professional. Parents must also provide information of any professionals who may be involved. We must be able to meet your child's needs, before we can offer a place.
13. A registration fee is required for non-funded children, to be paid prior to starting.
14. A bill for fees will be issued at the end of each term for the following term, through our online system Family. Fees are payable in advance at the beginning of each term. We accept a monthly payment plan but payments must be paid in advance for the month ahead. If you have any difficulty in paying fees when they are due, contact our Business Manager immediately. As High Wych Preschool Nursery is a charity non-profit making organisation, fees are used for rent, staff salaries and essential supplies. Any new toys, equipment and special treats are bought through fund raising. Fees may be increased annually in April at the beginning of the financial year.
15. If fees are not paid on time, a last payment charge of £30.00 and £10.00 per week thereafter will be enforced.
16. If fees are not paid by the date agreed with the Business Manager, you will be asked to keep your child away from Pre-school, until the debt is cleared.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

17. Six weeks' term time notice is required if leaving (this does not include pre-school holiday time). If your child leaves halfway through a term, refunds of fees will not be returned, and you will be charged accordingly, in line with parents signed contractual agreement. Fees will also be charged to funded places, if the correct notice period is not given. This also applies if you decrease any sessions.
18. There is no rebate of fees for any absence, for example sickness or holiday.
19. Should the Pre-school be closed by any circumstances, then fees will not be refunded for up to three consecutive days and sessions may not be reclaimed. After this, the Officer Trustees will review the situation and decide on action to be taken. Decisions to close are not taken lightly.
20. In addition to funded hours, if parents pay for additional sessions, it will be agreed prior to commencement, which are payable sessions and which are funded. This can be morning, afternoon or whole day sessions, depending on availability. Sessions are set for the term.
21. In your child's final term with us, we will liaise with their next setting or school, to share information and knowledge, ensuring that your child has a smooth transition to their next establishment.
22. We have a continued interest process in the form of a waiting list. The criteria is the same as allocation of places.
23. Decisions are taken in the best interest of the business, when allocating sessions on the waiting list to existing children and new families

This concludes the Admission and Transition Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

SETTLING IN AT PRE SCHOOL

AIM

The aim of this policy is to strive to provide a smooth transition into HWPSN and building positive relationships with children and their families.

1. Before starting you and your child are welcome to come for a 20 minute visit the pre-school and spend some time with us. This can be one or more sessions, depending on how you and your child feel. Children are not left and are supervised by their parent / carer.
2. A Key Person and secondary Key Person is assigned to you and your child, and they may arrange a home visit. This is to help build relationships and find out about your child's needs and ability prior to starting. This enables your Key Person(s) to meet you and your child in the comfort and surrounding of your own home and for your child to get to know their Key Person. It also gives us the opportunity of passing on relevant information and registration forms and to talk about the structure of the pre-school and to answer any questions or concerns you may have. A home visit, by two members of staff, is optional.
3. Staff members are very experienced at reassuring and settling distressed children. Your Key Person will help your child and will assist them to integrate into the group. Children may not settle, and you may stay with your child if you wish. It is often more upsetting for the parent to leave a distressed child than for the child themselves. You are welcome to phone at any time to find out how your child has settled to reassure yourself. Parents/Carers may use the drop and go system where they do not stay. Staff members are experienced in helping distressed children.
We try to calm and reassure children. If after 30 minutes they are calm, we will not phone you to collect them. This happens throughout the session in 30-minute intervals. Children may be too distressed to stay, and we will phone parents to collect. The time can gradually be built up for an extra half an hour at a time, therefore if we can distract children, we will not phone to collect.
In the first few weeks of your child starting pre-school, your Key Person will give you an update, on Family, to inform parents of progress.
4. If you do have any concerns please talk to a member of staff. It is quite common for a child that settles quickly to become unsettled after a few weeks, parents /carers will be kept informed with discussions on how best to help the child, this will be carried out between parents /carers and staff. Your Key Person will assist with any worries you have with your child settling in.
5. Parents are welcome to visit, with appointment, to talk to their Key Person and discuss their child's progress.
6. Staff members like to be known by their first names.
7. We hold parent / Key Person consultations to give feedback to parents on their child's progress and look at future challenges.
8. We create a summary at the end of each half term on Family to update parents of progress.
9. We also create a Two-Year-Old Progress Check to be kept in your child's Red Book, to coincide with their two year health check.
10. Parents will have access to their child's online learning journal on Family. This is a two-way system that allows parents and Key Person to work together in promoting child's learning and development.

This concludes the Settling In Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

INDUCTION AND ESSENTIAL TRAINING

AIM

The aim of this policy is to ensure that all new staff and students receive an induction, prior to them starting, and to enable them to receive relevant essential training as and when needed.

The Pre-school will observe the following:

- All DBS numbers to be kept on file in a single central record.
- All staff members, prior to start date of employment must have an Enhanced DBS check, alongside two references.
- During interviews, High Wych Pre-school Nursery will ask to see evidence of an original form of photo ID, proof of NI number, two proofs of address and relevant qualification certificates.
- All staff and volunteers are helped to settle into their jobs when first entering Pre-school.
- Jobs may be advertised internally initially, depending of the role.
- An induction will be carried out by the Pre-school Leader or Deputy to explain the importance of safeguarding, health and safety, confidentiality, evacuation and invacuation and policies and procedures, and how we endeavour to achieve them, by attending training courses and keeping up to date with current news and legislation. This will then be checked at a later date by another staff member to ensure it is understood.
- Information regarding relevant training courses is discussed during continuous personal development, supervisory and performance reviews.
- Staff members are encouraged to attend relevant training courses and will be paid to attend in the event that they fall outside of normal working hours.
- Essential courses that are attended by permanent staff, which are necessary to keep up with legislation, will be paid for by the Preschool, through funding.
- Ofsted will be informed of any changes regarding Officer Trustees, Chairperson, Treasurer and Secretary or the nominated person. This will be carried out by the person completing an EY2 form through they unique Government Gateway account and Ofsted DBS enhanced check.
- If any visitors or helpers assist in Pre-school, they will not be included in the adult to child ratio, unless they have an up-to-date DBS Enhanced Disclosure check that can be checked on the Update Service, and relevant qualifications if required.
- Volunteers, temporary staff and students will be asked to read and sign a Code of Practice stating the following:
 1. That they make themselves aware of the Fire Drill.
 2. They DO NOT take any child/children to the toilet, unless you have a valid DBS enhanced disclosure, appropriate references and are over 18 years of age.
 3. They DO NOT take any child/children anywhere by themselves, unless you have a valid DBS enhanced disclosure.
 4. They DO NOT administer First Aid.
 5. They DO NOT pick up children.
 6. They keep all information that they see or hear at Pre-school confidential.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Volunteers and temporary staff will also be given verbal guidelines and instructions of what is expected of them during a session.
- Students from local schools and colleges are welcome and close liaisons with their tutors are maintained.
- Pre-school will ask the school or college of the student, to provide evidence of their policies on DBS / CRB checks and health checks, if necessary.
- Pre-school Leader & Manager and Deputy to be Designated Safeguarding Lead (DSL).
- Pre-school Leader & Manager is the 'nominated person' according to Ofsted regulation.
- Pre-school Leader & Manager and Deputy can be volunteer on the Committee, without any voting powers.
- High Wych Pre-school Nursery is the 'responsible person' registered with Ofsted, R.P. number RP523542 • Ofsted Number EY426856.

This concludes the Induction and Training Policy for High Wych Pre-school Nursery

COMPLAINTS POLICY AIM

The aim of this policy is to ensure there is a fair and just system in place for complaints.

Statement of intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of High Wych Pre-school Nursery to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. We keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication 'Complaints Summary Record'. This publication acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over their worries and anxieties to their Key Person. If it cannot be resolved in this first instance the Key Person will address this with the Pre-school Leader & Manager and / or Deputy.
- Parents may also contact the Office through Family or by email.
- Most complaints should be resolved amicably and informally at this stage by discussion with parents, Key Person or Pre-school Leader and / or Deputy.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Pre-school Leader & Manager or Deputy or Chairperson.
- HWPSN stores written complaints in file designated complaints, with the outcomes attached. The complaint is kept for three years.
- When the investigation into the complaint is completed, the Pre-school Leader & Manager and / or Deputy meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- If the parent is not satisfied with the outcome of the investigation, they request a meeting with the Chairperson. The parent should have a friend or partner present if required and the Chairperson will have the support of the Pre-school Leader & Manager and / or Deputy.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. They can hold separate meetings with the setting personnel (Pre-school Leader & Manager leader and Chairperson) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent, the Pre-school Leader & Manager and Chairperson is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre are: Ofsted, Piccadilly Gate, Shore Street, Manchester. M1 2WD
enquiries@ofsted.gov.uk
0300 123 4666
- The Ofsted Poster is displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures on the Hertfordshire Safeguarding Children Poster process, which involves reporting online.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.

Whistleblowing

- If a staff member has a complaint about the Pre-school Leader and Manager, the procedures are the same. The staff member will firstly take their concern to the Committee Chairperson. The Chairperson will then follow procedures stage 1 – 5 if necessary, following the process in place of the Leader. If a staff member has a complaint about another member of staff, then the Leader is approached to resolve the issue. If it is not resolved, then the Chairperson follows the procedures at above.
- If a staff member has a complaint about another staff member, procedures 1-5 apply.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This concludes the Complaints Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

HEALTHY EATING AND ORAL HEALTH POLICY

AIM

The aim of this policy is to promote safe eating, healthy eating and oral hygiene

The Pre-school will observe the following:

HEALTHY EATING

- Food preparation is in accordance with Health and Safety Policy • At least one staff member on site must hold a Food Hygiene Certificate.
- Snack is purchased by HWPSN.
- Parents are to provide information on children's allergies, intolerances and dietary requirements on their child Family account.
- Adults are to sit with children, ensuring that they can see each child's face, during snack and lunch time or at any other time when eating.
- If children bring food in with them at the start of the morning session, parents are required to be with their child until they have finished or does not want any more.
- All staff and volunteers are given instruction on how to prepare food, starting with checking for allergies and filling in the Kitchen Log.
- All children bring into setting a drink bottle, clearly labelled with their name, which is accessible to them at all times. It will be topped up with water if children drink all of the contents.
- Drinking water is made available at all times.
- We play a song throughout the day to remind children to all stop for a drink.
- Milk is offered during snack time, ensuring allergies are taken into consideration.
- A healthy snack is provided by Pre-school, giving the children fruit or vegetable, plus a carbohydrate such as toast or Weetabix.
- Hand washing will take place before eating or preparing food.
- Staff members wash their hand in the small sink in the kitchen area.
- Parents/carers are responsible for providing a packed lunch, in a named lunch box, for their own child. Through parental partnership, advice is given if required. Food ideas are suggested to families, and we promote healthy choices.
- Lunchtime is treated as a social occasion, where the children and staff sit and eat together.
- It is the responsibility of the parent/carer to bring to the attention of Pre-school staff any special dietary, cultural needs, or food allergies, in relation to their child.
- The Pre-school tell parents to cut food appropriately to avoid any choking hazards.
- Due to increases in nut allergies, we promote a nut free zone. Pre-school advises that parents/carers DO NOT send in any nut products, in lunch boxes or as birthday treats.
- HWPSN requests that parents/carers refrain from putting sweets or chocolates in a child's lunch box. These will not be opened and sent home.
- Treats are welcome to celebrate a child's birthday. Parents must provide ingredients if treats are home made. Care is asked to be taken with regard to food allergies, intolerances, vegetarians and vegans, religious, cultural and dietary preferences. These treats will be given out at the end of the day for children's parents to decide whether they can have them.
- If families bring in cake for children, it must be in the original box. Staff will check for allergies to see if it can be eaten during the session. If not, it will be left until the end of the session, where parent can decide whether their children can have it to eat.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

Snack Preparation Procedure

1. Purpose

This procedure outlines the safe preparation and serving of snacks to children at High Wych Pre-school Nursery, ensuring good hygiene practices, compliance with health and safety standards, and effective management of food allergies.

2. Responsibilities

- All staff involved in snack preparation must follow this procedure at all times.
- At least one member of staff preparing food must hold a valid Food Hygiene certificate.
- Staff must be familiar with children's individual dietary requirements and allergies - see yellow list.

3. Health, Safety and Hygiene Requirements

1. Hand Hygiene

- Wash hands thoroughly with soap and warm water before and after handling food.
- Dry hands using disposable paper towels.
- Children must also wash their hands before snack time.

2. Personal Hygiene

- Wear disposable gloves if you have cuts or abrasion on skin when preparing and serving food.
- Tie back long hair.
- Do not prepare food if suffering from illness (e.g. sickness, diarrhoea, infections).

3. Cleaning and Preparation Area

- Clean and disinfect all surfaces before and after food preparation.
- Use only designated food preparation areas.
- Ensure all equipment is clean and dry before use.

4. Allergy Management

1. Allergy Awareness

- Staff must check the daily allergy and dietary information before preparing snacks.
- Allergen information for children must be clearly displayed and accessible.

2. Use of Yellow Equipment

- **Yellow plates, bowls, cups and cutlery** must be used exclusively for children with allergies.
- Yellow equipment must be stored separately from other utensils.
- Never mix yellow allergy equipment with general-use items.

3. Preventing Cross-Contamination

- Prepare allergen-free snacks first where possible.
- Use separate utensils and preparation areas for allergen-free food.
- Clean hands and surfaces thoroughly between different food preparations.

5. Step-by-Step Snack Preparation Procedure

1. Check the snack menu and children's allergy/dietary requirements.
2. Wash hands thoroughly and put on disposable apron and gloves, if needed.
3. Clean and disinfect the food preparation surface.
4. Gather all required equipment, ensuring:
 - Yellow plates, bowls, cups and cutlery are used for children with allergies.
5. Prepare snacks according to hygiene standards (e.g. washing fruit, cutting food safely).
6. Place snacks onto appropriate plates and bowls:
 - Clearly separate allergen-free snacks.
7. Serve snacks promptly to reduce contamination risks.
8. Supervise children during snack time to ensure safe eating practices.
9. Promote healthy choices by talking about what they are eating.
10. Encourage children to use appropriate table manners and avoid sharing food.

6. After Snack Time

1. Dispose of any leftover food safely.
2. Wash all used equipment with hot, soapy water or place in a dishwasher.
3. Clean and disinfect tables, chairs and food preparation areas.
4. Remove gloves and wash hands thoroughly.

7. Health and Safety Compliance

- This procedure follows food hygiene regulations and early years health and safety guidance.
- Regular checks will be carried out to ensure procedures are followed correctly.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Staff training will be updated as required.

ORAL HYGIENE

- We advise that are not drinking out of bottles.
- We provide drinking water.
- We leaflet families on oral health promotion and teeth friendly food.
- We carry out topics on oral hygiene and have dentists visit the setting.
- We provide toothbrushes to all children and have extra if families need them.

This concludes the Food, Preparation and Healthy Eating Policy for High Wych Pre-school Nursery

EMPLOYMENT AND SAFER RECRUITMENT POLICY

The Pre-school will observe the following:

- Also, see Safeguarding Policy on Safe Recruitment.
- The Pre-school will endeavour to appoint the best person for each job and will treat all applicants fairly, with equal opportunity.
- Protected characteristics are adhered to in accordance with the Equality Act 2010.
- Due diligence is carried out throughout interviews and offers of employment.
- Staff members are chosen very carefully, and particular attention is given to their commitment to childcare and education of the pre-school child, experience, qualifications and be subject to two references.
- Cover staff are much sort after. Sometimes people approach the Pre-school, without any advertising, to ask whether they can be cover staff. If the business needs cover staff, they will have an interview with Pre-school Leader and Deputy who will assess their experience and qualifications and decide whether they believe that the person would be suitable. They will not start until they have provided the required documents.
- Prior to starting, the person must hold an up-to-date Enhanced DBS check, either done by HWPSN though Due Diligence Checking Ltd. If the candidate already has a DBS they must be signed up to the 'update service' in order for appropriate checks to be carried out by HWPSN.
- The successful applicant will be offered employment on a three-month probationary period.
- Staff records containing personal and confidential details are kept on site in a lockable filing cabinet, along with information and correspondence to the staff.
- Files are also produced and kept for each staff member regarding performance reviews and supervisory meetings. At these meetings, personal development and training is discussed.

PROCESS FOR RECRUITMENT

ADVERTISING PROCESS

Dependant on the vacancy, it will be decided by the Officer Trustees, whether to advertise internally first.

Externally, advertising might be through any of the following media - email, social media, and a job advertising company such as Indeed. A two-week time scale will be placed on the advert for prospective candidates to apply.

APPLICATION AND INTERVIEW PROCESS

We reserve the right to interview before or after any deadline shown, to enable the most suited candidate for the role.

Interested parties are required to provide an up-to-date CV and introduction letter.

Due diligence is applied when selecting suitable candidates for interview.

Successful applicants are invited to a formal interview with an Officer Trustee and Pre-school Leader or Pre-school Leader and Deputy. The applicant must bring along original current forms of photo ID, proof of address, NI number, proof of permission to work in the UK, current and relevant certificates, enhanced DBS check with update service.

FEEDBACK AND OFFER PROCESS

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

Once all interviews are completed, letters are sent to unsuccessful candidates, with the offer for them to request feedback.

Successful candidate will be sent an offer letter and Statement of Terms and Conditions, two reference forms. A job description, staff handbook, policies and risk assessments will be emailed.

All offers are subject to the receipt of two suitable references and a suitable Enhanced DBS check which they sign up to the 'update service'.

Applicants are not permitted to start their role until these documents are received and checked by Pre-school, and if necessary, start dates will be delayed.

Positions are offered on a probationary period of three months. Probationary period can be extended if HWPSN feel it necessary.

RESIGNATION

Employee will inform Officer Trustees and Pre-school Leader & Manager of their intention to leave, giving six weeks' notice.

Officers Trustees will acknowledge and accept receipt of resignation, informing employee of their leaving date.

Employee Leaver's interview will be carried out by Pre-school Leader & Manager. References

will be given up to three years from employees leaving date.

This concludes the Employment and Safer Recruitment Policy for High Wych Pre-school Nursery

OFFICER TRUSTEES AND TRUSTEES POLICY

AIM

The aim of this policy if for the Officer Trustees and Trustees is to work in the best interest of High Wych Pre-school Nursery.

OFFICER TURSTEEES – CHAIRPERSON, TREASURER AND SECRETARY

TRUSTEES – PARENTS (to make up Constitutional Quorum number)

The Pre-school will observe the following:

- All Officer Trustees and Trustees to work in the best interest of HWPSN and will be called 'The Committee'.
- HWPSN is governed by Officers and Trustees in accordance with our Constitution, adopted at an EGM 12th February 2015. It is made up of HWPSN families and volunteers from the local community. It is available for anyone to read on request.
- If Officers and volunteers work regularly with children i.e. on a weekly basis, they will be subject to Enhanced DBS check.
- The Pre-school is managed by Officer Trustees, consisting of Chairperson, Secretary and Treasurer. These people cannot govern until they are Ofsted DBS enhanced checked and completed an online EY2 through their own Government Gateway account.
- Parents/Carers cannot help in the Pre-school, on a regular basis, unless they hold a current DBS enhanced check.
- Parents/Carers can be invited in for a session, as interest for the children, to discuss their jobs or hobbies.
- Committee meetings are held up to three times a year. Senior staff may be invited.
- Other fund-raising meetings are held as and when required.
- All parents are invited to our AGM, usually held in the Autumn Term. There must be enough parents to make the constitutional quorum for the AGM to take place.

This concludes the Officer Trustees and Trustees Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

OUTINGS POLICY

Local Visits

- Risk assessment is carried out prior to the trip.
- Ratios will be adhered to, for outings which is 1:2 for all Pre-school children regardless of age, plus one extra adult.
- Permission through Family app from parents is essential, for short walking outings such as to the local shop.
- Full financial costings are carried out prior to the trip.
- Qualified First Aiders MUST be present with first aid equipment and accident and incident forms.
- A Pre-school Mobile phone will be taken.
- Trips will be well planned and organised; the location will be visited beforehand to check suitability.
- Any medication required by the children will be handled as stated in our Health and Safety Policy.
- One staff member will take charge and instruct other adults accompanying children.
- The safety of the children is at all times is paramount.
- Discussions with children before hand to explain what the trip is about and what is expected of them during the trip (e.g. behaviour).

Day trips and local visits as appropriate

- A reputable coach company will be sought who are able to provide appropriate safety in relation to the age of the children.
- Hi viz jackets will be worn by all staff, helpers and children.
- Any helpers who have not been Enhanced DBS checked will not be left on their own with children, unless it is their own child.
- Each adult to have a list of their designated children who must stay in their groups.
- Appropriate clothing for the weather.
- Suitable access for all including mobility ramps.
- The structure of the day to be explained to parents beforehand.
- Learning experiences to be identified.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Medical and dietary requirements are adhered to.

Parents / Helpers

- Must not take photographs or use their mobile phones or smart watches.
- Personal mobile phones will be required to be kept on silent and only used in an emergency.
- Must not take any child to the toilet apart from their own child. Helpers must speak to a staff member if any child expresses a need for the toilet.
- Helpers will be assigned two children. This will be part of the group and they will not go anywhere on their own.
- There is a trained paediatric First Aider on the outing. Helpers will be made aware of who this is prior to leaving.
- Be prepared for the day with appropriate clothing, lunch and drinks, if required.

This concludes the Outings Policy for High Wych Pre-school Nursery

CURRICULUM POLICY

AIM

The aim of this policy is to provide a curriculum and follow the guidelines from Development Matters and our own curriculum, Teaching Trees, to ensure children are progressing in their learning and development.

TEACHING AND OBSERVATION

Key People and all staff will fundamentally be positive role models for the children to learn personal, emotional and social, communication skills, physical skills, literacy and mathematical skills, understanding the world and expressive arts and design skills.

Children are taught, observed and assessed through written communication and observation, photographs and samples of work, which are updated onto the child's online learning journal on Family. Parents/guardians must sign a consent form to allow observations and photographs to be used.

High Wych Pre-school Nursery uses a secure online system, to record observation, photographs in order to show progress. This is also used to set next steps and challenges every half term, share information with parents and for parents to be fully involved in their child's learning. We aim to promote parent and carer partnerships in observing and teaching children. Parents are a child's primary teacher and we are secondary.

CURRICULUM PLANNING

Statutory Framework (Sept 2025) and Development Matters

Development matters is the curriculum guidance from the Department for Education for Learning, Development and Care for children from birth to five years old.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

We create our own curriculum, Teaching Tree curriculum, which is a working document, which is reviewed and updated as and when needed.

SEVEN AREAS OF LEARNING:

PRIME AREAS

PERSONAL, SOCIAL AND EMOTIONAL DEVELOPMENT (P.S.E.)

COMMUNICATION and LANGUAGE (C.L.)

PHYSICAL DEVELOPMENT (P.D.)

SPECIFIC AREAS

LITERACY (L)

MATHEMATICAL DEVELOPMENT (MD)

UNDERSTANDING THE WORLD (U.W.)

EXPRESSIVE ARTS AND DESIGN (E.A.D.)

TEACHING AND PLANNING

- A child's Key person finds out about their learning experiences prior to them starting (cultural capital). They use this information to assess children's learning and plan what their next steps are to teach. This is reviewed regularly to find out about any changes or updates. IE new baby, new home, separation in family. Anything that could have an impact on children's learning.
- Key People use their knowledge skills of child development and skills, plan, teach and asses. Teaching / learning challenges through intent of planning, implementation of planning, assessing and reviewing the impact to see if the child can achieve the learning gap. This is a continuous cyclical process and reviewed at the end of every half term.
- KP's will look for any areas of concern and then plan and teach to ensure a positive impact on children's learning.
- KP's will inform families through their child's online learning journal, of their progress and suggest challenges for home / school learning.

TEACHING AND ASSESSMENT

- Children are assessed by their Key Person, within the first three weeks of starting. This gives a baseline for their learning and any concerns are logged.
- Children are also given a rating – RED – concerns that the child is not progressing, AMBER – danger or regression when the child is progressing, but could slip or lose interest, GREEN – child is progressing at a rate expected without danger of falling back.
- Children are then assessed at the end of each half term to ensure that they are progressing well.
- KP's will log areas of concern where a child may be not progressing and work on teaching.
- Data collection will be based on what is required by HCC. This is collected from all funded children in all settings on the basis of professionals assessing children's abilities in six learning areas: -
- Communication and Language, Personal Social and Emotional Development, Physical Development, Literacy – Reading, Literacy - Writing and Mathematical Development.
- Children are logged as to whether we believe they will be at the expected level by the end of the academic year. Within these learning areas, children are given ratings, which we call trackers – PRE – not expected to work within the curriculum, WTS – working towards the curriculum, EXS – expected to work within the curriculum and GDS – working at levels beyond their expected learning.
- We use the government recommended Development Matters and our own Teaching Tree curriculum to assess development and promote learning. Children with additional needs may be assessed against different toolkits such as Individual Educational Learning and Development (IAELD), which is specific to Hertfordshire. Half termly assessments are carried out through the Assess, Plan, Do and Review. Support Plans are put in place instead of the half term assessments to promote challenge and progress.

This concludes the Curriculum Policy for High Wych Pre-school Nursery

SICK, ILLNESS OR INJURY POLICY

AIM

The aim of the policy is to actively promote the health and welfare of all children and staff members.

- Parents/Carers are kept aware of the need to inform staff members if their child is unwell, infectious or receiving medication, through the Family system.
- Refer to Health and Safety Policy for administration of medication.
- Exclusion from Pre-school and time limits MUST be adhered to.
- Children must be clear for of sickness or diarrhoea for two whole days before returning. With the onset of conjunctivitis, return to setting is upon commencement of treatment. Infections and absence times are in accordance with the Health Protection Agency.
- Pre-school will inform Parents/Carers of any infections, notifiable or communicable diseases, without revealing the source. The family and child's confidentiality will be always maintained.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- In extreme circumstances, HWPSN reserve the right to request that families keep children away from setting, if staff ratios are affected by illness.
- HWPSN could be forced to close if there are not enough qualified staff to be in setting, due to staff illness.
- Pre-school will keep an updated list of notifiable diseases from the Public Health Authority.
- Parents/Carers will be reminded on Family or email of the importance of keeping emergency contact numbers and medical details up to date.

INJURY OR ILLNESS

- All accidents, incidents, illness or existing injury, however minor, must be notified to the Pre-school Leader & Manager or Deputy and entered straight away onto the online Accident form on Family. The exact date and time must be entered, and a full account given.
- If a child presents with an injury or we notice after a parent has left, an entry must be made on our online system, stating that it was a Pre-Existing Injury when the child came into setting and the parents then have to acknowledge.
- In the event of a serious accident or incident the following procedure will take place:
 1. Relevant staff members to hold a current paediatric First Aid certificate.
 2. Check daily that the 'downstairs' mobile phone is charged. Phone number, address and post code to be on the back of the phone.
 3. Two members of staff, First Aid trained, to assess the situation.
 4. If it is deemed that the situation is serious, including unconsciousness, seizure, not breathing, severe bleeding, loss of blood, possible break of bones, loss of limb, severe head injury, ingestion of poisonous substance etc., then 999 emergency services to be called in the first instance.
 5. Two staff members to stay with child until emergency services arrive.
 6. All staff members to be made aware of situation.
 7. Staff to contact primary contact or failing that, contact the next person down on their emergency contact list on our online system.
 8. Ensure that adult: child ratios are adhered to with the remaining children being reassured and supported.
 9. One staff member to reassure parents / visitors who may be on site at the time.
 10. Head injury – parents / carers are contacted immediately by phone call and given the option to collect. An accident form will also be put online for parents to acknowledge.
 11. Parents may receive a phone call if an accident has happened, depending on the assessment form a First Aider.
 12. All staff are made aware as the child's initials are entered on the 'head injury' form on staff notice board. Child is given a yellow 'I bumped my head' wrist band, stating time and date of injury. If child deteriorates and they have not been collected by their parent in the first instance, parents are contacted immediately to collect or if the change is serious and child needs medical attention, staff will call 999 before the parent.

ON SET OF ILLNESS DURING SESSION – ie vomiting, diarrhoea, high temperature etc.

- A staff member will contact the Parent/Carer or emergency contact, to collect the child.
- One staff member will comfort, reassure and stay with the child, until their Parent/Carer arrives.
- Deputy / Room leader will ensure that adult:child ratios are adhered to at all times.
- The child will be kept in a quiet area, secure and away from other children.
- All health and safety and hygiene procedures will be adhered to at all times.
- Staff member will log the time of collection and reason for collection on Family.

This concludes the Sick Children Policy for High Wych Pre-school Nursery

FIRE DRILL, EVACUATION, INVACUATION AND THREAT OF TERROR POLICY

AIM

The aim of this policy is to ensure that procedures are followed to endeavour to keep everyone on site safe.

In the unlikely event of a fire, bomb threat, flooding, unwanted person or armed intruder at Pre-school, we have an Emergency Contingency Plan. We follow a Fire Drill and Evacuation procedure to exit the building. Alternatively, if the incident is outside, we will follow the invacuation

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

procedure in this policy. The Fire Drill and Evacuation procedure is displayed next to the double fire exit doors in the main room and also on our notice board. This is practiced within the Pre-school session once every half term. The procedure is as follows:

- The fire bell or Pre-school hand bell sounds continuously. Hand bell is kept in the stationery draw in downstairs cupboard in the main hall.
- Children are instructed by the Deputy or room leader on that day, to stop all activities and line up to exit the main double fire doors in the hall that lead to the outdoor play area/car park.
All staff members will give instruction, reassurance and encourage children to move quickly towards the main fire doors. The Room Leader instructs another staff member to check the toilets, hall and kitchen area if necessary. In the event of a real evacuation event, room leader will just shout to leave. The Room Leader collects the Allocation sheet, plus an ipad and phone.
- The main entrance and fire exit doors are opened, and children, visitors and staff will exit the hall.
- The children are encouraged to leave quickly and are counted by the Room Leader, out of the hall.
- The children and visitors are led by all staff members to a designated area (by the green container in the car park).
- In the event of a real fire, the last member of staff to leave the hall must close the external fire doors, if possible.
- Register is called, and children, staff and visitors counted.
- Once all clear is given by the person in charge, children are led back to the hall. The children are counted back in.
- On returning back into the hall the children are reassured, and their questions are answered.
- Fire drill or evacuation information is recorded in the Pre-school Fire Drill Logbook.
- A real fire or situation would determine exit used and areas checked by staff.
- If a real incident occurred, during evacuation, the appropriate emergency services are to be called using the 999 phone number.
- A Fire Equipment Safety Check is carried out every six months through the SYPRC and we hold a copy of paperwork.

INVACUATION

- Practice invacuation.
- In the event that everyone needs to be inside the building due to unforeseen circumstances outside, a staff members whistle will be blown using short sharp sounds.
- Staff members will quickly gather children together, and quickly bring them into the building at the nearest entrance.
- Consider whether the threat is required emergency services and dial 999 if it does.
- Complete a head count as soon as staff and children are back in the building.
- Reassure children and keep the situation calm.
- Remain inside until the all clear has been given.
- Contact families through email or our online system, to inform them of the invacuation, if appropriate.
- Invacuation will be recorded in the Fire Drill logbook.

THREAT OF TERROR

- Act to make everyone safe by either evacuating or invacuating.
- Phone 999 and follow instruction.
- Make every attempt to alert families.

Real incidents are to be reported to OFSTED and Hertfordshire County Council.

This concludes the Fire Drill, Evacuation, Invacuation and Threat of Terror policy by High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

RISK ASSESSMENT POLICY

AIM

The aim of this policy is to ensure that risk assessments are in place to endeavour to keep everyone safe.

The Pre-school will observe the following:

- The Pre-school Learning Alliance risk assessment check list is completed annually.
- Daily and half term Risk Assessments using pro forma are carried out and signed by staff.
- Main risk assessments are reviewed termly and updated as necessary.
- Constant vigilance for risks are exercised throughout the session.
- Queries and concerns are entered into the daily risk assessment and addressed appropriately either with senior management or directed to the SYPRC.
- Issues regarding the premises are brought to the attention of the SYPRC (Sawbridgeworth Young Peoples Recreational Centre).
- Resources, displays and equipment are checked on a daily basis as they are used.
- Faulty and broken equipment, toys, resources or materials are detailed on the Daily Risk Assessments, and removed from use.
- Any equipment, resources, toys or materials that are beyond repair, are thrown away, and noted in the Daily Risk Assessments.
- Electrical equipment is PAT tested annually by a reputable company and information in Risk Assessment folder.
- Premises and garden faults are reported to the SYPRC and written on the Main and Daily Risk Assessment Form and any actions logged.
- It is recommended that as with all illness, NHS guidelines are considered

Risk Assessments for employees include:

Pregnancy and new parent

Lone Working

Working at height

Fire and evacuation

Health, Safety and Welfare

Manual handling

Display screen equipment.

Hazardous chemicals and substances

Personal mobile phone and smart equipment

Return after absence

Stairs

Illness and Existing Medical conditions

Wellbeing

Working from home

Young people

Risk Assessments for staff, children, families and visitors include:

Outdoor environment

Indoor environment

Car park

Hazardous substances

Administration of medicines

Snack and lunch

Accidents

Drop off and collection

Fire and evacuation

Mobility

Toileting, changing and sun cream

Visitors

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

Safeguarding and Health and Safety Policies are followed.

This concludes the Risk Assessment Policy for High Wych Pre-school Nursery

HYGIENE POLICY

The Pre-school will observe the following:

- Washing up done thoroughly in hot water with detergent. Scrub Daddy is used for washing up.
- Tea towels are used to dry washing-up and changed when wet.
- A different scrub daddy and warm soapy water is used to clean tables and chairs, in particular before and after food.
- Separate mops and buckets to be used in the hall and toilet area.
- Adults and children will wash their hands before lunch and snack, after each toilet visit and any other times deemed necessary. Children are encouraged to independently take care of their own personal hygiene.
- Adults to encourage and supervise children when washing hands. Water temperature cannot be altered due to multi-use of facility, so children are supervised and encouraged to use the mixer tap correctly to ensure scolding does not take place.
- A portable sink may be used. Children are supervised when using the sink.
- All children are encouraged to wash and dry their hands independently.
- Tables are cleaned before and after snack, lunch and any other times necessary, with an antibacterial non-toxic fluid. It can be sprayed straight on tables if children are not in the vicinity, otherwise spray onto a paper cloth and wipe.
- Food preparation areas, surfaces and chopping boards to be cleaned with anti-bacterial spray prior to use. After use to be washed in hot soapy water.
- Kitchen log is filled out daily.
- Dates, packaging, spoilt food and foreign bodies to be looked for, prior to food preparation.
- Food is stored according to its manufacturer's recommendations. Fruit / veg to be kept in fridge if required / , dry food in an air tight container.
- Fridge temperature to be checked daily and logged on Kitchen log Risk Assessment, ensuring it is between 2°C and 8°C.
- Disposable gloves are worn at all times when cleaning up bodily fluids. Any spillages of blood, vomit, urine or excrement are wiped up, double wrapped in plastic bags and put in the waste lidded bin in the classroom. The area is then cleaned with an antibacterial non-toxic fluid.
- Tissues are available and children are encouraged to wipe their own noses and place tissues in the bin.
- Children's faces are wiped clean of snot by tissue or wipe which are disposed of in the bin.
- Clothes contaminated with bodily fluids will be double wrapped in a sealed bag, in the child's bag for the parent/carer to take home. Plastic bags are always available to double wrap soiled garments and put back into the child's own changing bag. Parents/carers to provide their child's own changes of clothing / nappies / pull-ups in a bag with the child's name clearly labelled on the outside.
- Disposable gloves and disposable aprons to be worn at all times when changing nappies/pull-ups. Disposable gloves to be worn if a child asks for help when wiping.
- Disposable gloves and aprons to be wrapped in a nappy sack, before going into normal waste.
- All soiled items including nappies and clothing will be double wrapped in and disposed of according to our Health and Safety Policy, by sending them home. As we hire the building, facilities are not provided to dispose of nappies.
- Children who need changing will be attended to in the disabled toilet area or in a cordoned off area in the main hall, where privacy will be respected.
- Soiling and wetting accidents are logged on Family.
- Cuts or open wounds, whether on adults or children must be covered with a dressing.
- Jewellery is not to be worn by children.
- Children with pierced ears will not be allowed to try on each other's earrings.
- Tissues are available, and children are encouraged to use them independently and put them in the bin.
- Children are encouraged to shield their mouth or nose with their hand when coughing or sneezing.

This concludes the Hygiene Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

LOST CHILDREN POLICY

AIM

Our aim is prevention.

METHODS

- Children are counted in and out of the hall on all occasions, outdoor play and fire drills.
- Arrivals and departures of children are entered and registered on the online system, which logs their time of arrival and departure.
- Children are in the Teddy Corner / Main hall at the end of a session with members of staff, and can go to their parent/carer, in conjunction with our Collection Policy.

IN THE EVENT OF A CHILD GOING MISSING

- All children will be contained in the hall with members of staff, ensuring correct adult:child ratios.
- All members of staff are asked if they know the whereabouts of the child, or the last time the child was seen.
- Toilets, store cupboards, kitchen area and outside play areas are checked.
- Parent/Carer is to be contacted and informed of the situation.
- As soon as it is evident that the child is missing, outside help is to be sought, such as police or children's services.
- All relevant information regarding the child is to be given to the police or children's services.
- Staff to keep other children calm and safe.
- Await further instructions from children's services or police.

This concludes the Lost Children Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

CONFIDENTIALITY AND RECORD KEEPING POLICY

- The aim of this policy is to work in conjunction with all policies and in particular Safeguarding, E-safety and Data Protection policies.
- Confidentiality is paramount.
- High Wych Pre-school Nursery is a member of the Information Commissioners Office. (ICO). This agreement states that we are compliant to data protection.
- Staff members, Officer Trustees, students, volunteers and are aware of the need for confidentiality through induction and or signing our Code of Conduct.
- All written and electronic information is stored in line with our Data Protection Policy.
- If anyone suspects a breach of confidentiality, it must be brought to the attention of designated safeguarding persons who will assess the situation and decide on how to progress.
 - Parents will be addressed directly and reminded of policy and of our Parents Charter.
 - Staff members will be addressed directly, and action taken if appropriate, by asking them not to break confidentiality.
 - If the breach by a staff member is deemed accidental and not a significant breach of data, then it will be logged, and procedures followed whether to inform the ICO.
 - A major breach will result in informing the ICO and procedures followed with regard to disciplinary.
- Staff members who are undertaking courses will carry out assignments ethically, ensuring confidentiality and anonymity of children, families and setting.
- Paperwork is hidden from parents and visitors, unless authorised to view.
- **RECORD KEEPING**
- All record keeping is stored and kept in accordance to the Data Protection Act (1998) and General Data Protection Regulations (May 2018) and our Data Protection Policy.
- All children's written records and individual assessments are confidential, but accessible to the Parent/Carer of that child on request. This is unless there would cause significant harm to the child through a safeguarding issue.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Parental permissions or refusals are obtained on Family . This is done by parents prior to a child starting Pre-school.
- Parents are asked to sign a contractual agreement to say that they will not issue any photographs they have taken at a Pre-school event if they contain other people's children, on the internet or other forms of publication.
- Parents can view our data Protection policy on our website or on Family.
- All information is subject to the Data Protection Act (1998) and General Data Protection Regulation (May 2018).

This concludes the Confidentiality and Record Keeping Policy for High Wych Pre-school Nursery

MEDICINE ADMINISTRATION AND STORAGE POLICY

- Parents are asked to fill in our Health Care Plan, if their child's condition is ongoing and that may require special medication or attention. This will be kept in the Pink Medication Box, in an individual zipped pouch, along with any medication.
- Parents of children who have medical conditions who may or may not require regular medication will be asked acknowledge the medication the staff fill in on Family.
- Prescription and non-prescription medical can be administered.
- Staff are to initially log medical information on children's online account, including instruction on how and when to administer medication. Parents then must acknowledge, prior to medication being administered. Without this logged permission, staff cannot administer medication. Staff to enter onto this account, when this has taken place and parents to acknowledge.
- A staff member administering the medication must be witnessed by another staff member.
- The online form must be filled in for each different medication is to be given.
- If a child is taking prescribed medication other than an inhaler or Epipen, we advise parents/carers that the child stays at home until the medication no longer needs to be administered.
- Medicines such as inhalers will be stored in the Kitchen in the Pink Medication Box, which is not accessible to children.
- Medicines that need refrigeration will be kept in the fridge. These medicines must go home with the child at the end of their session.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- We ensure that there are at least two staff members who hold a current First Aid Certificate at each Pre-school session.

This concludes the Administration of Medicine for High Wych Pre-school Nursery

SMOKING / VAPING / ALCOHOL / ILLEGAL DRUGS POLICY

- High Wych Pre-school Nursery does not allow smoking, drinking alcohol or taking illegal drugs or substances by staff, committee members, volunteers, students, parents/carers or visitors at the place of work during our time of hire at The Bullfield's Centre, Cutforth Road, Sawbridgeworth, Herts. CM21 9EA.
- The Bullfield's Centre is clearly signed with 'No Smoking' Notices.
- It is illegal to smoke in this place of work, including the car park and field.
- Staff will not vape outside if they are in the sight of families.
- Parents or anyone collecting is to refrain from smoking or vaping outside when waiting to collect children.
- We do not allow anyone to bring alcohol onto the premises with the purpose of drinking or selling.
- We do not allow anyone to bring illegal drugs / substances onto the premises with the purpose of taking or selling.
- We will immediately contact police if we suspect anyone to be in possession of alcohol / illegal drugs /substances for dealing.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- If we suspect that anyone picking up a child is under the influence of alcohol or illegal drugs / substance abuse, we refer to our Safeguarding Policy.

This concludes the No Smoking / Alcohol / Illegal Drugs Policy for High Wych Pre-school Nursery

E-SAFETY AND MOBILE PHONE POLICY

AIM

The aim of this policy is to promote online safety.

- As Designated Safeguarding Leads (DSL), Donna Turner and Lynda Spenner are the champions of E-Safety policy.
- Confidentiality and data protection is paramount and will be adhered to.

MEDIA / SOCIAL MEDIA

- Parents/carers must sign a contractual agreement before their child's first day stating that any images of other people's children at Pre-school are under no circumstances to be used, download or published on any media, social networks or the internet, unless they have prior permission from the parents/carers of the other children.
- At each Pre-school event parents are reminded of this agreement

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Staff WILL NOT share any information regarding HWPSN, staff, Trustee Officers, children and their families or anyone who is also a guardian of children attending, online or through social media.
- Families WILL NOT discuss or share anything about HWPSN, staff, Officers Trustees or Trustees, other families and children or any aspect of HWPSN online or through social media. Families are expected to inform their own family and friends of this matter.
- All student placements from schools, colleges, or higher education, will also abide by this policy.
- Any student, regular volunteer and staff member will sign a 'Code of Conduct' to agree to this policy.
- If staff, families, extended families and friends, suspect that information regarding HWSPN is being shared, it must be reported immediately to Designated Safeguarding Leads. A decision will then be made on the course of action, particularly if the suspected report breaches confidentiality or GDPR (General Data Protection Regulations) May 2018.
- Parents / carers must give written permission for their child's image to appear in any media, ie newspaper, or for publicity purposes.
- Parents will be signposted to e-safety issues.
- Pre-school staff and families will not discuss anything relating to High Wych Pre-school Nursery, staff, children or families on social network sites, internet or any other media.
- Staff will not communicate with parents / carers who try to befriend them on social media sites, unless they are already friend with the parents prior to their child starting High Wych Pre-school Nursery.
- Staff will not express any personal, political or biased views on social media that may be detrimental which may go against HWPSN policies, ethos and vision.

MOBILE PHONES, RECORDING AND WEARABLE DEVICES

- Parents and carers or visitors are not permitted to use their mobile phones or wearable devices such as 'smart phones or fit bits', whilst on the premises. This is with accordance to The Parents Charter (2012), written by parents and carers for parents, carers and staff. Parents, carers and visitors will be challenged by staff members and asked to either stop their conversation or remove themselves from the building.
- Staff members do not have their personal mobile phones on them in the classroom or use their wearable devices such as 'smart phone', during work time. Devices such as 'fit bits' are to be switched to 'no notifications', during work time. Personal mobiles may be used in an area where there are no children present.
- The setting phone number is known to families and others who may need to contact a staff member in an emergency.

INFORMATION TECHNOLOGICAL EQUIPMENT (ICT)

- ICT equipment is safe and fit for purpose.
- All laptops and tablets are encrypted with password protection.
- All equipment has antivirus protection installed.
- All equipment has appropriate security restrictions.
- A central record of passwords is kept in a locked filing cabinet and accessible to Pre-school Leader & manager and Business Manager.
- Equipment is stored overnight in a locked filing cabinet in a locked office.
- Tablets are not to be removed from the building, due to the photographic information of observations stored. If they are removed for repair, all information is deleted beforehand if possible. Laptops and All-in -one PCs are under insurances with PC World and if data cannot be wiped for repair, PC World repair scheme comes under GDPR May 2018.
- All photographs are systematically deleted from equipment after they have been entered onto the Family system or printed. This will usually take place by Key Persons on the day they carry out paperwork each week.
- Equipment is never taken into the toilet area.

INTERNET ACCESS

- Our internet provider is BT, and all ICT equipment owned by HWPSN is programmed to automatically access. The code is not given out, therefore visitors to the site do not have access to our internet.
- Safety controls are set to ensure that no sites containing inappropriate materials can be accessed.
- Only ICT equipment owned by HWPSN or approved appropriate equipment is used on site.
- Staff are aware that it is an offence to distribute indecent images and that grooming children online is an offence. If staff members have concerns about a colleague, they must report this to the designated safeguarding persons.
- Children do not have access to the internet or use equipment without supervision.
- Only designated staff will access and post on HWPSN Facebook, webpage.
- Staff do not access work emails whilst supervising children.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- In-house emails will contain children's initials only.
- Staff must report any concern they may see on their own social media to the safeguarding designated persons named.
- Staff are allowed the internet code on their personal mobile phones to allow access during their breaks and away from children.
- We may show children's programmes or films. These must be watched and approved by staff members, prior to showing children.

Family

- A risk assessment to access Family is in place through their assure systems and security.
- Use of a secure online system, Family, is used to for families to create their own accounts. Only authorised staff have access to sensitive information, should the family choose to upload onto their account.
- Key People upload observations, photographs, videos and keep in contact through observations, purely as a tool to promote conversation and ensure families are kept up to date about their children's learning.
- Families are asked not to communicate anything other than their child's learning experience with their Key Person. All other communication is to come through the Office.
- Families are asked not to comment on Newsfeeds as it can be seen by all recipients. Any news feed comments will be removed. They will be answered personally through a message, or a general message through Newsfeed will be sent from the Office if the information affects everyone.
- Staff members have individual secure passwords and Pre-school Leader or Business Manager have knowledge of and can access.
- Parents and families set up their own password to enable them to access the system.
- The Family system is to be used by staff and parents / carers for recording observations and assessments.
- The Family system is used by way of communication for families and the Office. Only PSL&M, Business Manager and Deputy have access to this communication in the first instance. Information may be passed on to other staff when necessary.

This concludes the E-Safety and Mobile Phone Policy for High Wych Pre-school Nursery

YOUNG PERSONS AND APPRENTICES POLICY (also see Safeguarding Policy and Young Person's risk assesment)

Donna Turner is the champion person for this policy.

AIM

To ensure that young people are looked after, supervised, understand their role and enjoy their time with HWPSN.

YOUNG PEOPLE

- Young people and Apprentices must abide by all policies and procedures and to be given an induction on starting.
- Young people under 18, doing work experience from school etc. will not work unsupervised with children.
- Young people will not work with children unsupervised unless they are over 18, DBS enhanced checked, have two references and are deemed competent by the Pre-school Leader & Manager.
- Young people will not administer First Aid.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- On the job training will be given through an induction, a 'Buddy system' shadowing experienced staff members.
- Policies and procedures must be followed, with particular regard to evacuation procedures, health and safety, confidentiality and safety, obtain good time keeping, dressing appropriately and engage appropriately using acceptable language.
- Breaks will be given in accordance to their school guidelines.

APPRENTICES

- Apprentices will be paid with accordance to the Government requirements.
- Once Apprentices become competent, they will be used within ratios and possibly a Trainee Key Person.
- Time is allowed off for training with the understanding that if they are needed for cover or to attend meetings, then this takes priority.
- If appropriate, i.e. long-term apprenticeships, regular supervisory meetings with PSL&M or other designated person will be held every half term and appraisals every year.
- As with all staff, we have an 'open door' ethos, where at any time young person or apprentice can discuss any concerns or issues that arise with PSL&M or other designated person.

This concludes the Young Persons and Apprentices Policy for High Wych Pre-school Nursery

DATA PROTECTION POLICY

AIM

The aim of this policy is to ensure that High Wych Pre-school Nursery (HWPSN) complies with legislation in regard to data protection under the Data Protection Act 1998 and General Data Protection Regulation (GDPR) to come into effect 25th May 2018.

HWPSN are members of the Information Commissioners Office (ICO), of which we pay to a yearly fee.

The term 'parents' used in this policy relates to any person who has parental right or guardianship of a child attending HWPSN.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

The following information is from 'National Nursery Training' 2018, with regard to GDPR

"The Right to be Informed – this is about using your privacy notice to highlight informed data collection and your responsibilities therein

- The Right to Access – staff and parents are allowed to request access; you must provide this information and prove its legal provenance
- The Right to Rectification – if incorrect or inaccurate data is held by your nursery, you must allow parents the right to update the data
 - The Right of Erasure – otherwise known as 'The Right to be Forgotten' means the parent or staff member can ask you to delete any information once its use has expired. Again, you must comply with other laws relevant to early years nursery management
- The Right to Restrict Processing – this means that staff or parents can object to their information being used in a certain way. So, you may store the information, but cannot use it beyond any narrowly agreed limits.
- The Right to Data Portability – Your system needs to be able to move personal information safely and securely. So, make sure your systems adhere to this rule.
- The Right to Object – as the title suggests, staff and parents have a legal right to object to personally identifiable information being used in a way that runs counter to the original use – examples include marketing campaigns."

ESSENTIAL DATA REQUIRED

- We only obtain data that is necessary.
- We require parent's names, contact details, phone numbers, email addresses, NI numbers and family situation. This is necessary for funding claims and in the case of estranged parents and split families where a child may have two homes. We also ask for emergency contacts in case we cannot get in contact with parents in the first instance.
- We require children's full name, date of birth, address and or second address if child is from a split family and has more than one home, NHS number, ethnicity and medical records. We ask to see the original documentation and record proof of identification from a passport or birth certificate.
- It is parent's responsibility to update HWPSN of any changes or updates.
- We require staff full names, date of birth, contact details, phone numbers, email addresses, NI number, bank details, DBS number, medical information, two references, proof of identification and emergency contact details.
- We require Officer Trustees of the charity to provide names, date of birth, contact details, phone numbers, DBS number, two references and emergency contacts.

SHARING ESSENTIAL DATA

- Information sharing is in accordance with our Safeguarding Policy. We only share information if it is necessary, proportionate, relevant, adequate, accurate, timely and secure.
- Once parental permission has been obtained, data will be shared with a third party such as police or Children's Services for safeguarding purposes issues, unless it is deemed that the child is in danger of significant harm.
- Information sharing under Children in need section 17 Children Act (1989) or Child Protection section 47 Children Act (1989) parental permission may be sought but is not always required.
- Data is shared with other professionals in regard to the Early Help Module and parental permission is sort prior to sharing this information.
- Data regarding funding claims will be shared with Hertfordshire County Council (HCC).
- When parents sign their funding forms for two, three and four-year olds, one of the conditions on the form from HCC and is used for assessment.
- During transition meetings before children move to their next school, we share data / information with their next school.
- Data is shared with regard to SEN children with additional needs, with our Inclusion Development Officer, Family Centre and any other professionals who the child comes under. Parental permission is sort prior to sharing this information.
- We will share staff data with the Local Authority Designated Officer (LADO), if there is a complaint or suspicion made about that member of staff with regard to safeguarding children.

HOW DATA IS STORED

Children and families

- Paperwork for children and their family personal records are stored in individual files and kept in lockable filing cabinets. Only staff, who are authorised to do so access this information.
- Children's proof of identity such as a passport or birth certificate is recorded but not kept on site. A signed information document kept stating that staff have seen original documents. The type, number, county of issue and date of issue is logged.
- With regard to safeguarding information, each child will have an individual file that is stored in a lockable filing cabinet that is separate from their 'personal records'.
- With regard to SEN, information is kept separately from children's 'personal records', until they leave, when it is kept for 21 years.
- Each Key Person has a draw in a lockable filing cabinet, to keep their own Key children's information with regard to planning, teaching, progress, learning and development.
- HWPSN pays for an online secure system from Family. Staff members have tablets to record photographs and information. Each tablet requires a password.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Staff record children's attendance. Observations and photographs are downloaded onto the tablets and upload onto Family. Photographs are erased from the tablets as soon as they are downloaded onto Family.
- Parents are given the option as to whether they agree / disagree for their child's image to appear in another child's online learning journal.
- If written observations are carried out, then they are shredded, as soon as they are downloaded onto Family.
- Key persons assess children through a Baseline, which is carried out within the first three weeks of them starting, and / or after the six weeks summer holidays. This is then updated at the end of each term or half term to show progress or gaps in learning.
- Accident information is kept for 21 years.
- Safeguarding information is kept for 24 years.
- Parents have a right to view information held about themselves or their child at any time.
- Parents have the right to update and change their own or their child's personal information.
- Our email address office@hwpsn.co.uk has a parent group, which contains all of the parents and carers email addresses. Any information sent out is done through BCC.

Business information

- Two office computers contain information regarding children, their families and staff members. These are encrypted with passwords. Both laptops contain information regarding the charity business and management of HWPSN.
- The charity allows both computers to be removed from the building and worked on at home by the and Pre-school Leader & Manager and Business Manager.
- Each individual staff member has their own HWSPN.co.uk email address. A central record of email passwords is kept in a lockable filing cabinet and are only on a need to know basis. Staff do not change their own passwords to ensure security and transparency.
- Administration and finance All-in-one PC is used to store and update information with regard to all finance and administration information. This holds personal details with regard to family information. We use the 'quickbooks' system to store information regarding payments.
- With regard to applying for funding for families, their information is transferred onto Hertfordshire County Council online secure system called 'Headcount'. We have our own passwords to access this account.
- We use online banking through Barclays Bank to collect fees, pay staff and pay suppliers. We have three accounts which are our current account, fund raising account and reserve account.
- Accounts are audited once a year and submitted to the Charity Commission through their online system.
- Accounting information is kept in a lockable filing cabinet or archived in the office.

Staff and Officers and Trustees

- All information is kept in lockable filing cabinets and staff have access to their own records. Pre-school Leader & Manager and Officer Trustees have access to all staff information. Staff have access to their own information.
- Staff and cover staff have individual folders containing their address, phone numbers, date of birth, next of kin contact details, medical information, DBS number, NI number and bank details. These also contain staff terms and conditions, references, inductions, correspondence and training information.
- Staff information is also kept on a secure online database through Bright HR.
- DBS numbers are seen and recorded by the Pre-school Leader & Manager in a Single Central Record, kept in a lockable filing cabinet.
- Officers and or Trustees information is kept in one file in individual poly pockets.
- Volunteers and student's files are all kept in one file in individual poly pockets.

HOW DATA IS DESTROYED

- On a weekly basis, Key persons will wipe photographs and downloads from their tablets and shred any written observations.
- When a child leaves HWPSN: -
 - Parents / carers emails are removed from the email account.
 - child's personal records, learning information trackers, proof of birth, funding forms, incidents and absences, EYPP and SEN are archived and kept in storage in the office for three years then destroyed by shredding.
 - A child's safeguarding records are archived in the office and destroyed by shredding after 24 years.
 - Accident records and existing injury forms are archived in the office and destroyed by shredding after 21 years.
- When a staff member leaves, their records are archived in the office. They are kept for three years then destroyed by shredding.
- When an Officer and or Trustee leaves, their records are archived in the office. They are kept for three years then destroyed by shredding.
- Accounts and financial records are kept six years in accordance with the Charity Commission Guidance (Jan 2013) and then destroyed by shredding.
- Any information requiring destruction is shredded.

This concludes the Data Protection Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

BUSINESS, RESERVES AND SUSTAINABILITY POLICY

AIM

The aim of this policy is to ensure that the business is run effectively and professionally to maintain sustainability.

Jacqui Harrison is the Business Manager.

It is the responsibility of the Officer Trustees and Trustees, to ensure that any decisions made are for the best interests of the charity with regard to longevity and sustainability.

It is the responsibility of the Business Manager and Pre-school Leader & Manager to keep records and update Officers Trustees and Trustees with any current information appertaining to the day-to-day business, on request. This may involve projections as well as real time information.

BUSINESS PLAN

High Wych Pre-school Nursery follows the rules of our constitution and policies. Policies are working documents and can be changed, updated and created when necessary. Officers and Trustees are in place to ensure the charity is sustainable. Officers meet at least once a term and information filtered to Trustees as and when required to vote. The business plan is for the charity to run as a non-profit making organisation that provides care and education for two – five-year olds, in a safe and secure environment. The purpose is to meet the need of local families.

FUNDING AND CASH FLOW

- Government funding is deposited into the current account monthly.
- Up to 15 hours per child of universal Government funding for 3- & 4-year olds, is claimed by HWPSN the term after a child turns 3.
- Up to 30 hours, for eligible 3- & 4-year olds, is claimed by HWPSN the term after a child turns 3. Eligibility comes into place the term after a child turns 3 and it is the responsibility of the parents to apply for the code on time during the term a child turns 3.
- Up to 15 hours per child of supported and working families government funding or two year olds, and if eligible, for some nine month to two year olds, is claimed by HWPSN.
- It is the responsibility of parents to apply for this code on time during the term a child turns 2.
- It is not compulsory for families to take up the whole offer. This could depend on availability and can be split between other providers.
- Fees are charged as follows
 - a) not yet eligible for funding entitlement,
 - b) increased sessions above funding entitlement,
 - c) no longer entitled to the 15 hours of their 30 hour entitlement but would like to still pay for additional hours.
 - d) ad hoc sessions
- A refundable deposit is required when an offer is made, and families sign our contractual agreement.
- This deposit is not refunded if they do not take up our offer of a place.
- An administration fee is required on starting, which is included on parents first invoice. If a child is entitled to funding, this comes as part of their entitlement.

OUTSTANDING / LATE FEES

- If fees are not paid on time, there will be a late payment charge of £30.00 and £10.00 per week thereafter.
- Following this, if fees are not paid by the date agreed by the Business Manager, you will be asked to keep your child away from Preschool until the debt is cleared.
- It is the parents responsibility to inform us of any issues.
- Legal advice will be sought if outstanding debts remain unpaid and an agreement cannot be reached.
- This may result in legal action being taken out against the individual found to be in breach of the contractual agreement to pay all agreed fees to High Wych Pre-school Nursery, including any incurred costs..

ACCOUNTING METHOD

Accounts are independently examined by a qualified accountant annually and then submitted to The Charity Commission in June of each year.

It is the Treasurers responsibility to prepare and submit accounts to the Charity Commission on time.

Intuit Quickbooks system is used to maintain records.

Accounts are kept for six years then either shredded or wiped from the Quickbooks system.

RESERVE FUNDS ACCOUNT

It is deemed that a reserve of £50,000 is held at all times and set aside for

- Unexpected drop in income due to rent increase, drop in fees, drop in numbers of children etc.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Potential relocation
- Potential redundancy

CURRENT ACCOUNT

This is to hold general funds, income and expenditure, in respect of the running of the charity. Salaries, rent and all other business expenditure comes from this account. Income from fees and funding is deposited into this account.

FUND RAISING ACCOUNT

Fund raising money is deposited into our Fund-raising account.

The fund-raising account is to hold money accrued through fund raising events and donations and forms the income and expenditure of this account. All fund raising is used to provide toys, equipment and experiences for children and to purchase items needed for fund raising events. Money is regularly transferred from this account into the Pre-school current account, for purchases to reduce transaction charges.

FUND RAISING

The registered charity number must be displayed on all correspondence.

Risk assessments must be carried out at all events.

Any donations must be placed in sealed containers.

Two people must be present when opening and counting containers.

Cash from events must be banked at the earliest opportunity.

Any expenses must be recorded and receipts kept.

Any draw must be witnessed and recorded.

Details of winners will not be publicised without permission. Products being sold or prizes must meet safety standards.

DEBIT CARD

There are two debit cards, one for current account and the other for fundraising account. The card should only be used with authorisation from the Pre-school Leader & Manager or Business Manager.

The cards can be used for purchases of equipment, resources and EYPP spending.

A receipt or invoice should be printed to notify the Business Manager that the card has been used. This is for the purpose of reconciling the bank accounts.

PETTY CASH

This is a box kept in a lockable filing cabinet and holds about £200.00 and used to purchase emergency or day to day resources that need to be accessed immediately. All petty cash transactions must be supported by valid receipts and expenditure recorded on petty cash slips. This must be signed by the PSL&M or BM.

Petty cash should be reconciled every term. If under the rare circumstances, cash needs to be given before a receipt is available, this must be recorded on a petty cash slip and signed by the PSL&M or BM.

PAYROLL

Payroll is currently outsourced to TC Group Ltd, Sawbridgeworth.

PURCHASING EQUIPMENT

- New equipment, materials and toys will be purchased as and when needed, if sufficient funds are available.
- A monthly budget plan will be calculated by the Pre-school Treasurer, in order to make purchases.
- Equipment, toys and materials purchased will reflect non-stereotyping and will portray equality for gender, culture, race, ability and social class.
- Any equipment purchased will have one of the following safety signs: BSI Kite Mark, BSI Safety Mark, The Lion Mark or The CE Mark. This will ensure that the equipment conforms to safety regulations.
- Risk assessments are ongoing, as stated in our Risk Assessment Policy to ensure equipment is not faulty.

EARLY YEARS PUPIL PREMIUM (EYPP)

- This is available from the government and allocated through funding for two, three and four year olds.
- It is allocated to children whose families meet certain criteria at the funding application stage.
- The EYPP is used by Key People to enable them to purchase toys and equipment to meet any gaps in the child's learning. I
- EYPP can also be given to parents for transport needs, uniform and taking children on experiences. Receipts must be given back to HWPSN and the event discussed with their Key Person for them to evaluate.
- Key People have to justify their spending, and predict what they want the children to achieve through their purchases. They will then evaluate this impact on the child's learning at the end of each term.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

HIGH NEEDS INCLUSION FUNDING (HNF)

- This is also applied for at the stage of funding to help support children new to setting who are showing to have emerging or immediate SEN.
- The Key Person will decide how best to spend this funding.
- The funding is for one term only as a profile is built up during the term to enable SENDCo to apply for additional funding through support plans or Educational Health Care Plans (EHCP).
- An EHCP may provide funding to enable that child to be supported by having an extra person in the room while other staff support the child.
- This funding can also be used to provide toys or equipment depending on the child's needs.

GAMBLING

This is in conjunction with the Gambling Act 2005.

We hold a lottery license to enable us to sell raffle tickets before an event. This is renewed annually. The raffle is carried out in a fair and open way by ensuring that two people call it. All tickets are destroyed if they contain contact information. We endeavour to ensure prizes are donated to prevent using funds. We may hold up to three raffles a year. No other gambling currently takes place.

SUSTAINABILITY

The reserve account can be used to ensure short term sustainability.

Ratios of staff to children are based on an ideal of 12 two-year olds and 16 three- and four-year olds. The model being a total of 32 children per session. This may fluctuate when children have birthdays.

There is flexibility to increase or decrease, depending on

- a) the number of children in setting,
- b) the number of staff in setting
- c) floor space available.

CLOSURE OF HWPSN

Due to any unforeseen circumstances where HWPSN would not be able to operate from The Bullfields Centre ie water or fire damage, alternative premises will be found.

A Special General Meeting must be called by the Officer Trustees. Parents to be informed.

HWPSN will approach The Sawbridgeworth Evangelical Congregational Church, London Road, Sawbridgeworth to secure new or temporary premises.

Inform OFSTED and Herts County Council.

This concludes the Business, Reserves and Sustainability Policy for High Wych Pre-school Nursery

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

MUTUAL RESPECT POLICY

HEALTH AND SAFETY EXECUTIVE (HSE) DEFINITION OF WORK-RELATED VIOLENCE IS:

“Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work”

INCIDENTS AND ANTI-SOCIAL BEHAVIOUR TOWARDS STAFF BY ANYONE WHO IS ONSITE, INCLUDING THE CAR PARK, PARK AND FIELD.

- Refer to Behaviour Management Policy.
- We have a zero tolerance with regard to anti-social behaviour, made against our staff.
- The person committing the anti-behaviour will be banned from site.
- We will take legal advice if anyone makes any derogatory comment on social media about staff, committee, other families or High Wych preschool Nursery.
- We will treat the incident as extremely serious, and staff will be offered support.
- Staff have a responsibility to act in a way that does not incite or increase the likelihood of an incident.
- A 999 call to police may be actioned.
- Members of staff will immediately escalate any incident to either a senior staff member or Officer Trustee.
- All incidents will have a written record kept. They will be destroyed after three years as part of data protection.

INCIDENTS TOWARDS STAFF BY CHILDREN

- Refer to Behaviour Management Policy.
- Staff will use self-preservation techniques.
- Intervention Plans may need to be put in place if children are consistently presenting anti-social behaviours.
- Children’s hours may be temporarily reduced, until behaviours are acceptable.
- Incidents will be recorded on an ABCC Form (see Behaviour Management Policy).

INCIDENTS TOWARDS STAFF BY ANOTHER STAFF MEMBER

Staff members must adhere to a culture of respect as in the Employee Handbook.

Staff members must be good positive role models for each other.

They MUST NOT use any other form of anti-social behaviour towards each other.

Anti-social behaviour towards other staff members is taken very seriously and will not be tolerated in accordance with the Employee Handbook.

We expect our employees to have respect for each other.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

We have in place our Parents Charter, written by Parents and expect Parents to follow.

We expect that anyone coming to site shows respect to everyone onsite.

This concludes the Mutual Respect Policy for High Wych Pre-school Nursery

SAFE SLEEP POLICY

Aim

The aim of this policy is to ensure all sleeping children are safe and monitored regularly, In compliance with EYFS Statutory requirements 2025.

Sleeping children are placed onto a bed that has been includes ensuring that cots and bedding are in good condition and suited to the age of the child, and that babies are placed down to sleep safely in line with the latest government safety guidance: Sudden infant death syndrome (SIDS) - NHS (www.nhs.uk).

- The nursery has a 'Sleep Chart' to document when the child fell asleep and keep log of checks made.
- They are monitored every 10 minutes during their sleep time. This is acknowledged by a member of staff at each interval via the FAMILY app.
- All children's mouths are checked before going to sleep.
- Staff will check the sleeping children to ensure they are sleeping in a safe position and not tangled in a sheet/blanket.
- The child's breathing will be checked by placing a gentle hand on the child's chest or putting the back of their hand near the child's mouth to feel for breath.
- Staff will ensure the child is not too hot or too cold.
- The hall has heaters and air-conditioning to maintain the room's temperatures at 18c.
- There is a digital thermometer in the hall to ensure temperatures are monitored.
- Light bedcovers may be used if appropriate and are firmly tucked in and no higher than the child's shoulders.
- Beds are not placed by radiator or window.

High Wych Pre-school Nursery

Charity Registration Number 1027302 OFSTED Number EY 426856

- Beds are regularly checked for any signs of damage.
- After each sleep the bedding is changed and bed is cleaned.
- The child's sleeping routine is discussed with the parent/carers and recorded on their All About Me form.
- Comforters, muslins, dummies, soft toy where required should be provided from home and these will be stored with your child's personal belongings.
- If a child has a dummy and this should fall from their mouth during their sleep the member of staff will not put it back into the mouth unless the child wakes.
- A child will be settled by a member of staff unless parent/carers requests they settle themselves in a bed.
- If a child falls asleep on a staff member will place them on to bed.
- Staff will sit with a child and pat/stroke their stomach or back or stroke side of face as requested by parent/carers.
- If a child settles themselves' than a member of staff will sit close to the child.
- The nursery will not allow a child to consume milk from a bottle in a bed as a soother for settling.

This concludes the Safe Sleeping Policy for High Wych Pre-school Nursery.