



Raising Expectations

LAU Nursery

Policies & Procedures 2021-2022



Upon request, parents can obtain the above Policies and Procedure at any time should they wish so.



Raising Expectations

POLICY TITLE	Nursery Administration of Medicine
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the administration of medicine

Administration of Medicine

Statement

LAU nursery place the child's well-being at the very core of the ethos of the setting. Majority of the staff are first aid trained but it is not a compulsory part of their job to administer medicine, and we respect the agreement and decision made by each individual member of staff. Our senior/room leaders will administer medicine, but for any clarification of this matter, please check with the Manager of each setting.

Aim

It is our aim to safeguard and maintain the well-being of all children within the nursery and the staff who look after them. LAU nursery work in partnership with parents and information sharing in this area is vital so that staff respect and are aware of cultural, ethical or religious reasons which may relate directly to the administration of medicine.

Method

The following procedure must be adhered to by parents and staff for the health and well-being of all children in the administration of medicine:

LAU nursery requires written consent from parents which clearly shows the date, dosage and expiry date. The label must have the name of the child on it in the original packaging. If the medicine has not been prescribed for the child, LAU nursery will not administer it.

1. The nursery will only administer medication that has been prescribed by a doctor with a prescription label in the original packaging and must be in English. Failure to provide this will result in non-administration of medicine.
2. If the child has been prescribed antibiotics by a doctor, we cannot accept the child back in the nursery until the 3rd day of being prescribed medication. Medicine will be administered as per the instructions on the label prescribed by the doctor.
3. Written permission is required for emergency treatment of chronic illnesses, such as asthma, where inhalers may need to be given on a long-term basis.
4. Staff will be asked to attend training to meet specific needs concerning administration of medicine, or other health related matters.
5. Staff will complete a medicine form with the parent stating the dosage and timings. Staff will endeavour to administer the medication as per the timings however this can be sometimes delayed but parents will always be informed when dosage is given when they come to collect their child.
6. All medication should be stored according to its label in its original packaging; each provision has a designated medication cabinet which is easily accessible or fridge for appropriate storage.
7. Medication must be returned to the parent/carer at the end of each day. The nursery will not store medication for future illnesses unless it is a long term medical condition it will be stored accordingly (refer to point 6).
8. LAU nursery will only administer medicine prescribed by the doctor within a month of issue unless it is specific long term medications prescribed by the doctor.
9. In an emergency situation, an ambulance will be called for and parents informed immediately. A member of staff will accompany the child to the hospital until a parent/carer arrives.
10. Care plans will be completed with the parent/carer if the child is on long term medication, has a medical condition, severe dietary needs or allergies. Care plans will be shared with the staff team.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Admissions
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedures for admissions of new children.

Admissions

LAU nursery is a private nursery which is open 50 weeks of the year or term time only where relevant. They are accessible to all, regardless of status or address. Children can join our Nursery from 3 months old, and can stay with us up until the term they are a rising 5 years old (by legal requirement).

LAU nursery is in line with anti-discriminatory practice, equal opportunities and is inclusive to all.

Admissions Procedure

1. We recommend that you come for a visit, see the Nurseries and meet the staff. We kindly request that you arrange for an appointment time so that our senior staff can show you around the building and discuss any questions or concerns you may have. It will be a good opportunity for you to chat informally with staff so that you can get to know each other better.
2. You will need to give your child a minimum of three days to settle in the nursery and some children may require longer.
3. We will need your pre-registration forms filled in and photographs will need to be submitted and returned before your child starts the nursery or this will delay your starting date, so that we have accurate and up-to-date records of your child making sure that we can meet any other needs you or your child may have.
4. We will also need you to pay your retainer and registration fees in advance of your child starting in the nursery.
5. Terms and conditions, Starter forms and EEE Contracts must be signed before children's admission to the setting.
6. All policies and procedures will be given as part of the induction process.
7. Your child will be allocated a key person during the settling in process. The key person and the parent will work in partnership so that settling in for your child is less distressing as possible.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Aims & Objectives
REVIEW CYCLE	Annually
NEXT REVIEW DATE	July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the nurseries aims and objectives.

Aims and Objectives

Our Vision:

All our children will be happy, healthy, and safe, and supported by well qualified and economically active parents and carers.

Our Mission:

To provide the highest quality childcare services and vocational training in care for young people, adults and employers

Our Values:

- Promoting and safeguarding the interests of children, young people, adults and the community.
- Promotion of equality, diversity and inclusion as key aspects of meeting community needs, excellent service delivery, and good employment practice.
- An ethical organisation reflecting our charitable status, the reliance which communities have on our services and our partner and stakeholder status with other key local organisations.
- Business-Innovation in seeking creative initiatives for long-term sustainability of the organisation.
- Determination to succeed in all that we do, achieve excellence and grow the services we provide.

Aims

LAU nursery aim to provide the highest quality nursery facilities to care for and meet a child's individual needs. This will enable all children to be confident, independent learners and achieve their full potential.

The nursery implements the Early Years Foundation Stage (EYFS) framework to support and develop children's play and learning.

Our aims are:

- To provide a safe and secure environment which extends and develops all areas of a child's development within the areas of learning.
- To enable all children to learn and develop their skills to the best of their ability.
- To promote self-discovery, exploration and curiosity towards learning.
- To maintain the standards and guidance set by Ofsted and to regularly reflect and develop our practice.
- To encourage children to explore the environment and feel comfortable with the staff and the setting.
- To provide a good working relationship with parents/carers and children.
- To ensure good communication skills are in practice throughout the organisation.

Objectives

We feel that children learn best when there is a natural continuity from home to nursery, and when there is a close link between the two. We encourage the parent/carer to be involved in all aspects of the nursery. We welcome the parent/carer to contribute in enabling the nursery to provide the best care towards their child's development; partnership between the parent/carer is of the utmost importance.

Inclusive Learning

The nurseries operate a policy of inclusive learning. We aim to achieve this by ensuring that every child attending our nurseries receives appropriate support for any special educational need. All children have equal access to all the learning experiences delivered by the nurseries.

Every child deserves the best possible start in life and the support that enables them to fulfill their potential. Children develop quickly in the early years and a child's experiences between birth and age five have a major impact on their future life chances. A secure, safe and happy childhood is important in its own right. Good parenting and high quality early learning together provide the foundation children need to make the most of their abilities and talents as they grow up.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Anti-Bullying
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedures to follow in an event of a child experiencing bullying,

Anti-Bullying

LAU nursery responds to the issue of bullying very seriously whether amongst children or adults, and we have strict procedures that will be adhered to should there be any evidence within the nursery.

What is bullying?

Bullying is not always easy to define but it should include:

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

All of the above forms of bullying cannot be delivered on a personal, face to face basis, but also by using existing and new technology, known as cyber bullying. We can sum up bullying as actions taken by one or more people with the deliberate intention of hurting another person (in any of the above ways). This policy is designed to support the nursery behaviour policy, equal opportunities and anti-discrimination policies.

Aims and Objectives

- LAU proactively implements policies and procedures to prevent this, by developing Nursery in which bullying is regarded as unacceptable.
- We aim to deliver a safe and secure environment where all children can play and learn without fear or anxiety.
- We aim to make all those connected with the nursery aware of our opposition to bullying and staff have a responsibility to eradicate bullying in our nursery.
- We do not tolerate any kind of bullying as stated and support all parties involved to gain a full understanding of our ethos.

Rough and Tumble Play

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

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

Anti - Bullying Procedure - It is the responsibility of the manager to implement the Nursery anti-bullying strategy and to ensure that all staff (paid/unpaid) are aware of the policy and know how to deal with

This document was last reviewed in July 2021.

incidents of bullying. The manager must report to the Head of Operations about the effectiveness of the policy.

- The manager will consult with external bodies and Early Years/ SEND Advisory teachers where appropriate and in partnership with the parents.
- The manager ensures that all children begin to learn that bullying is wrong and that it is unacceptable behaviour in the nursery. The manager draws the attention of everyone to this fact through staff meetings and monitoring that this is being implemented on a regular basis.
- The manager ensures that all staff is in receipt of sufficient training to be equipped to deal with any incidents of bullying.
- The manager sets the nursery climate of mutual support and praise for successes, so making bullying less likely. When people feel they are important and belong to a friendly and welcoming setting, bullying is far less likely to occur.

The role of staff

- Staff in the nursery take all forms of bullying seriously and intervene to prevent incidents from taking place. A record is kept of all incidents of bullying that happen in the nursery and these are shared with the manager.
- If staff witnesses an act of bullying they do all they can to support the person or persons who are being bullied. If a child is being bullied over a period of time, then, after consultation with the manager, the key worker informs the child's parent.
- For all incidents of bullying behaviour a record must be completed. We record all incidents of bullying that occur within the nursery. If bullying is sustained, the nursery will move forward to our child behaviour policy, which supports the child to improve their behaviour. This would only be used once all other avenues have been exhausted.
- If practitioners become aware of any bullying taking place between members of a group, we deal with the situation immediately. This will involve supporting all parties to understand that this is not acceptable to be bullied, to be the recipient of bullying, and that the nursery will deal with the situation very seriously. If the patterns repeat of bullying and the system of behaviour management has not been effective in this respect, the child's parents will be asked to meet with the manager.
- As a last resort refer to the Exclusion policy.

The role of parents

- Parents, who are concerned that their child might be being bullied, or who suspect that their child maybe the perpetrator of bullying, should contact the nursery manager immediately.
- Parents have a responsibility to support the nursery's anti bullying policy and actively encourage their child to be a positive member of the nursery.
- Parents are expected to help develop their child's social skills at all times, in support of the nursery policy.
- Parents should not take it upon themselves to investigate or talk to any other parties involved.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Asthma Policy and Procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure for children with asthma with staff, students or volunteers.

Asthma Policy & Procedure

LAU Asthma Policy relates to other policies including our Medication Policy.

Children with asthma are encouraged to participate fully in all aspects of learning within the nurseries to achieve their full potential.

LAU nursery ensures that the medication of asthma is administered safely and efficiently.

The following steps must be taken to ensure that the medication of asthma is administered safely and efficiently:

- New and existing parent/ carers must inform the nursery that their child has asthma by stating this in the child's registration form. Parents are asked to notify the nursery staff if these details change.
- A care plan will be written by a senior member of staff and the parent/ carer. This will be filed in the nursery office in the case of an emergency.
- The inhalers must be clearly labelled with the child's name and to identify the medicine as a 'reliever' or 'preventer'. The inhalers must be securely stored in the medication box in the child's nursery room and administered by a staff member under the supervision of a witness, in accordance with the information on the medication form/care plan.
- Parents/ carers are asked to come to the nursery yearly to review the care plan and medication form and check the expiry dates of all inhalers or if any changes occur to the child's medication or plan.
- All staff will be made aware of the care plan and will be displayed.
- The nursery will administer the medication in line with the medical advice and care plan given by the parent/ carer/ GP.
- The care plan and medication form must be to hand at all times.

If symptoms do not improve in this time or there is doubt about whether the procedure is working

Emergency services will be called.

This procedure is subject to change depending on each individual child's needs.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Breast feeding Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to promote and clarify procedure when handling breast milk.

This document was last reviewed in July 2021.

Breast Feeding

LAU nursery promotes breastfeeding as the healthiest way for a woman to feed her baby. All mothers with children of breastfeeding age who attend the nursery will have access to clear and impartial information to enable them to continue to breastfeed/provide expressed breast milk whilst their child attends the nursery. We value a mother's choice to continue breast feeding up until age 3. Mothers are welcome to breast feed their babies where they feel most comfortable at LAU nursery.

The Nursery will aim to:

- Ensure that the health benefits of breastfeeding are promoted at the setting.
- Have access to support and information enabling mothers to continue to breast feed.
- Acknowledge Early Years Settings as key places to promote breastfeeding.
- Promote breastfeeding as a normal everyday activity as part of the child's routine.

Responsibilities of the Nursery:

- Key staff will have sought guidance from the UNICEF breastfeeding website.
- Provide a fridge for the Expressed Breast Milk (EBM) to be stored in a container that must be labelled. The fridge must be set between 0-4 degrees centigrade (this will be checked daily).
- The milk must be stored in the main body of the fridge and not the door.
- The milk must be used in date order.
- When stored, the cream and the milk may separate out. This is normal. Shaking the bottle is necessary.
- Acknowledge that breast milk may not always be white in colour. A blue, pink or yellow hue is normal and does not indicate a problem with the milk.
- Only re-heat EBM by standing the bottle in hot water ensuring water doesn't enter the bottle when warming as it will contaminate the milk. **DO NOT REHEAT IN A MICROWAVE.**
- Any unused milk must be disposed of after the feed.
- Upon first visit and induction, parents of a breastfeeding infant will be made aware that the setting is breast feeding friendly and a copy of the policy made available.
- The setting will actively encourage any mother who wishes to continue breast feeding upon return to work/college etc.

Responsibilities of the mother:

Breast milk must be stored and prepared under the correct conditions for the safety and health of the child. The following procedures must be followed by both the mother and the staff to enable expressed milk to be given to an infant attending the Nursery.

- Breast milk can be expressed by hand or pump (electric or manual).
- Breast milk must be handled and stored carefully to reduce cross infection. This includes always washing your hands before expressing.
- Breast milk should be brought into the setting in appropriate sterilised bottles/container.
- The bottles must be clearly labelled with the following:
 - Mother's name
 - Child's name
 - Date and time expressed
 - If frozen, date the EBM was removed from freeze

Signed: Jacob Opoku-Manu

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Camera & Photography Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the use of cameras within the nursery.

Use of Camera's & Photography

Use of camera

- Permission for use of photographs/film will be sought at the time of nursery or children centre induction and signed confirmation will be required.
- Photographs taken will be used for nursery displays, publications etc.
- A camera per nursery room is available within the setting and these cameras will be used when taking photographs of children.
- Members of staff will not be allowed to take photographs of children using their own cameras or mobile phones.
- Only a member of staff or another child will take photographs.
- Photographs will not be available for parents or staff to take home.
- Photographs will only be available for viewing in the confines of the setting or for publicity purposes.
- All photos taken by the nursery must protect children's privacy. This means no photos to be taken at toileting time, potty training, nappy changing and changing clothes.
- The use of Camera Phones is not permitted by staff or children at LAU.
- Only a child's own photograph will be used for individual child records/profiles, photographs including other children will not be used.
- Photos taken at the nursery by staff must be destroyed six months after the child has left the nursery.
- Photographs will at times be used for information, literature or nursery publicity. Parents will receive adequate notice and will be sought permission.
- Video footage will sometimes be recorded for use in the nursery e.g. displays, training purposes, recording special events. Parents will receive adequate notice and will be sought permission.
- There may be occasions when external agencies may wish to film the nursery or photograph the children for training purposes etc., e.g. Television Companies or Newham Early Years Advisory Team. Parents will receive adequate notice and will be sought permission. These external agencies are DBS checked.
- LAU whenever possible will give advanced notice of filming/photography however there may be occasions when this is not possible.
- Any external persons/agencies wishing to film the setting or photograph the children will be obliged to seek permission from the Director and follow the LAU's own strict procedures before permission will be considered.
- If parents do not wish for their child to be photographed or filmed for any of the above reasons then they must inform the setting.
- When parents come into the nursery they must not use their phones. Phones must be put away and if staff sees this they will challenge parents.
- There should never be photos of the nursery or the children who attend the nursery on a staff member's profile on their personal Social networks, such as Face book, MSN, Twitter etc.
- Tablets will be used to take photographs of the children in line with the EYFS online tracker. These will be stored in the office at the end of each day. All tablets will be password encrypted.
- Photo's that are taken whilst on outings will be used for display and profile purposes.
- Please see mobile phones policy for the use of cameras attached to mobile phones.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Children's Behaviour policy and procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the policy & procedures to deal with unwanted children's behaviour.

Children's Behaviour

Children benefit most when adults adopt a consistent and positive approach to the management of their behaviour. By establishing clear boundaries according to the child's level of understanding and by making some boundaries with the input from children, children become aware of the setting's routine and procedures and know what is expected of them.

The following behaviour code policy is in accordance with SEND Inclusion strategies.

All nurseries have a named behaviour person who will work in partnership with the Special educational needs officer, other staff members and parents to devise and implement appropriate behaviour strategies.

Staff dealing with unacceptable behaviour will intervene, speak to the child/children involved and explain why the behaviour is unacceptable. At this stage other agreed strategies may be used.

The manager will also consult with external bodies and Early Years/ SEND Advisory teachers where appropriate and in partnership with the parents. All staff understands that some behaviour is a natural stage of development for the child.

The following are examples of behaviour, which are unacceptable: -

- **Hitting**
- **Biting**
- **Kicking**
- **Spitting**
- **Fighting**
- **Racism**
- **Bullying**
- **Name-calling**
- **Verbal abuse**
- **Snatching objects**

Some of the positive strategies to be used when addressing unacceptable behaviour are:

- **Discussion**
- **Distraction**
- **Praise**
- **Reward**

The Nursery Environment

An enabling environment creates situations in which:

- children know what is expected of them
- each individual enjoys maximum freedom without threatening the freedom or enjoyment of others
- a familiar structure sustains a calm and purposeful atmosphere
- observant practitioners ensure that each child's needs are met
- mutual courtesy and kindness make it easy for people to play and work together
- children can develop self-discipline

Positive Support

We as practitioners reflect the ethos of the Early Years Foundation Stage curriculum and government legislation, such as the Children Act 2004, and welcome the inclusion of parents/carers in agreeing codes of behaviour within our Nursery.

Golden rules are discussed and devised with children these include;

- Respect themselves and each other look after the toys within the Nursery.
- accept and respect the role of the adults.
- observe the requirements of "In our room ..."
- show a willingness to take turns and to share.
- show kindness to others.
- We embed British Values into the setting's principles and teaching and learning.

Staffs support children by:

- Gaining advice from Advisory/ SEND team and implementing this.
- We divert children's inappropriate behaviour.
- Encourage desired behaviour.
- Find suitable/appropriate language in place of unacceptable language.
- Involve everyone in planning - including the children.
- Focus on the layout of the environment.
- Review the organisation of the daily routine.
- Review the familiarity of the daily routine.
- Use pictures/symbols for the timetable.
- Have a supportive/positive relationship with the parents/family/carers.
- Offer distractions.
- Offer appropriate activities in order to raise self-esteem.
- Attract the child's attention.
- Reminders of routine changes.
- Anticipate dangerous situations and incidents.
- Avoid confusion by using plain and simple language.
- Make a quiet area available for children to relax.
- Allow lots of free-play to occur.
- Be unbiased, free from pre-disposed stereotypes of how a boy/girl should behave.
- Be supportive and respectful of others' cultures, religions and beliefs.
- Completing an Antecedents Behaviour Consequences (ABC) Chart to record and observe patterns.
- Completing Individual Support Plan's (ISP) and sharing with relevant people.
- To provide Challenging and WOW activities from the interest of the child.
- To complete 'next steps' for children so that are challenging activities can be provided.
- To record behaviour concerns and inform relevant person including parents.
- To attend relevant training needed.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Collection of children policy & procedures
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the policy & procedures to follow to protect the children in regard to collection.

Collection of Children

Purpose

The Collection of Children Policy and Procedure is in place to protect children.

It is the responsibility of all adults to safeguard and promote the welfare of children and young people.

LAU recognises that members of staff, contractors, volunteers and learners have a role in safeguarding the welfare of children.

Procedure

- All persons who are authorised to collect a child from the nursery MUST have their details entered onto the 'Consent for another adult to collect a child' form.
- All persons who are authorised to collect a child from the nursery MUST either be introduced to us (where possible) or photo provided to the nursery.
- All persons authorised to collect a child MUST be over the age of 16 years.
- If another adult is collecting your child, then a consent form needs to be filled in or staff needs to be instructed on the phone and a password must be given. If the person is not authorised then the nursery will phone the parent to confirm. Staff will not release your child if the person is not authorised.
- It is the parent's responsibility to inform the nursery on a daily basis if someone else is collecting the child.
- If the nursery is unable to make contact with the parent in an event of the child not collected on time, the nursery will contact the person listed on the emergency form and will release the child in their care.
- If a parent calls the nursery to say another person will be collecting the child a courtesy call will be made back to the parent for confirmation.
- If there are any changes to the contact details or emergency contact details then it is the parent's responsibility to inform the nursery otherwise the nursery will release the child as instructed on the form.
- Any persons on the sex offenders register will be refused entry to the nursery.

Please note that this procedure MUST be followed if anyone other than the child's parent or main carer is to collect them from nursery.

Late Collection Fees- A late collection fee will be charged to parents who are late collecting their child. (Refer to late collection policies) If there is an emergency that will unavoidably delay the collection of a child, parents/carers are required to contact the Nursery immediately, but fees will still be payable.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



POLICY TITLE	Nursery Data protection & Confidentiality Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the use of Data and clarify the importance of confidentiality.

Nursery Data protection & Confidentiality Policy

Confidentiality is essential to ensure the safety and well being of children.

All employees working in LAU are bound by a legal duty of confidence to protect personal Information they may come into contact with during the course of their employment. This is not just a requirement of their contractual responsibilities but also a requirement within the Data Protection Act 1998.

LAU Endeavour to maintain and secure records of children and their families at all times in accordance with EYFS Welfare Requirements and Data Protection Act 1998.

Data Protection Act 1998

The Data Protection Act (1998) is the legislation that provides a framework that governs the processing of information that identifies living individuals – personal data in Data Protection terms. Processing includes holding, obtaining, recording, using, and disclosing of information and the Act applies to all forms of media, including paper and images. It applies to confidential information but is far wider in its scope, e.g., it also covers staff records. The Act identifies eight Data Protection Principles that set out standards for information handling and sets the foundations for personal data to be:

1. Processed fairly and lawfully
2. Processed for specified purposes
3. Adequate, relevant and not excessive
4. Accurate and kept up to date
5. Not kept for longer than necessary
6. Processed in accordance with the rights of data subjects
7. Protected by appropriate security (practical and organisational)
8. Not transferred outside the EEA without adequate protection

Human Rights Act 1998

Article 8 of the Human Rights Act (1998) establishes a right to 'respect for private and family life'. This underscores the duty to protect the privacy of individuals and preserve the confidentiality of their health records. Current understanding is that compliance with the Data Protection Act (1998) and the common law of confidentiality should satisfy Human Rights requirements. There is also a more general requirement that actions that interfere with the right to respect for private and family life (e.g., disclosing confidential information) must also be justified as being necessary to support legitimate aims and be proportionate to the need.

Personally identifiable information which can potentially be used to uniquely identify, contact, or locate a single person must remain confidential at all times.

This information includes:

Name, address, full post code, date of birth,

G.P Details

Photographs, videos, audiotapes, or other images of service users

Anything else that may be used to identify the child or parent

Disclosure without Consent

There are **only three exceptional areas** for a manager with capacity may disclose information without consent. These are where:

- Statute law requires,
- There is a court order,
- Disclosure may be necessary in the public interest where a failure to disclose information may expose others to risk of death or serious harm.

Staff must always consider the safety and welfare of a child or young person when making decisions on whether to share information about them. Where there is concern that the child may be suffering or is at risk of suffering significant harm, the child's safety and welfare must be the overriding consideration. Staff should, where possible, respect the wishes of children, young persons or families who do not consent to share confidential information. Staff should seek advice where they are in doubt, especially where the doubt relates to a concern about possible significant harm to a child or serious harm to others.

Staff should ensure that the information they share is accurate and up-to date, necessary for the purpose, shared only with those people who need to see it, and shared securely.

Confidentiality must be applied at all times by members of staff (including students and volunteers) unless to do so would cause harm or endanger the child or staff member.

If any member or staff/student or volunteer, is approached by anyone requesting disclosure of information in respect of the child/parent/carer, must report this to the nursery manager immediately.

Confidentially should not be breached via social network sites any staff in breach of this could face disciplinary actions, which may include dismissal.

Children and staff records are kept in a locked filing cabinet in the nursery office.

Staffs are not permitted to discuss any aspect of nursery life outside the setting and visitors are unable to access any of the children's information.

Children's developmental files are accessible to parents in the child's room.

Any member of staff or student found breaching this policy may be liable to disciplinary action, which may include dismissal. All staff, whether permanent, temporary or contracted, including students, contractors and volunteers must ensure they comply with the requirements of this policy, including any procedures and guidelines which may be issued.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Complaints Policy and Procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON(S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Owner/Director
PURPOSE	The formal complaints procedure is intended to ensure that all complaints are handed fairly, consistently and where possible, resolved to the complainant's satisfaction.

Complaints Policy

Scope of the policy

This policy is provided for our stakeholders, including parents and staff members.

Location of the policy

This policy is available for all staff members and parents to access and is made available to other stakeholders on demand.

Communication of the policy

It is important that all stakeholders are fully aware of the contents of this policy.

Review of the policy

This policy will be reviewed annually and will be revised as and when required in response to customer feedback, changes in practices, actions required by Little Angels Uni Limited or changes in legislation. Our review will ensure that our procedures continue to be consistent with regulatory criteria and applied properly and fairly in arriving at judgements.

Policy Statement

Little Angels Uni is committed to providing a quality service for all its stakeholders working in an open and accountable way that builds trust and respect.

Statement of Principles

Little Angels Uni aims to ensure that:

- We strive to deliver high quality service, in which all stakeholders are treated with respect
- Making a complaint is a simple process
- We respond promptly and professionally
- We resolve any issues rapidly
- We respect confidentiality
- We learn from complaints and improve services as a result of feedback
- We arrange mediation where appropriate.

Confidentiality

To resolve a complaint, information about the complaint may need to be shared with other professionals. Information relating to the complaint will only be shared with other professionals if information sharing is necessary to resolve the complaint.

Definition:

A complaint can be defined as 'any expression of dissatisfaction that relates to and that requires a formal response'.

Complaints Procedure

Little Angels Uni is committed to providing the best possible services to all its stakeholders regardless of their disability, race, sex or sexual orientation. Little Angels Uni wants to ensure we provide a friendly and safe environment to all those who use our services. If our provision is to be successful in achieving this aim, it is important that you feel you are able to express dissatisfaction and have the confidence that your complaint will be dealt with in a timely manner.

The complaints procedure is therefore part of Little Angels Uni Limited's ongoing commitment to the fundamental principles of equality of opportunity and the pursuit of excellence in all areas of our business. This will enable all stakeholders to register any dissatisfaction they may have regarding the service they receive.

If you feel that you have been unfairly treated, it is best to try and resolve the problem at an early stage. The first step is always to raise any issues with the provider. This can be by speaking to member of Little Angels Uni Limited's staff or speaking to the person concerned. Should you wish to take the matter further or make a formal complaint, please complete the form and return it to the Director/Owner. You have the right to have your request for confidentiality respected where appropriate.

You will receive a receipt acknowledgement letter within 5 working days. Thereafter we aim to investigate and determine an outcome within 15 working days. Where the matter takes longer than 15 days, you will be notified of the reasons/causes for the delay.

FORMAL COMPLAINTS FORM

If you feel that you have been unfairly treated, it is best to resolve the problem at an early stage by talking to the person concerned. Should you wish to take the matter further or make a formal complaint about any part of Little Angel Uni's services, you are invited to complete this form.

Please outline the nature of your complaint in the space below:

Date of complaint:	
Contact Details:	
Address:	Email:

(This does not have to be provided if the complainant wishes to remain anonymous, but it must be recognised that in the absence of a name, it will not be possible for the Director to provide direct feedback or response).

Nature of Complaint:
Please give details of the complaint:
How was it dealt with?
Actions Taken and Outcome:
Where you happy with the outcome?

Please return this form marked **Private & Confidential** to the Director, Little Angels Uni Limited

This document was last reviewed in July 2021.

Appendix 1

Our nursery is required by OFSTED to keep a summary of complaints that are escalated to the nursery management and this should be made available to parents as well as OFSTED. The nursery manager follows the complaints policy using a complaint summary log.

The nursery will maintain records of all written complaints and their outcomes.

Stage 1 – at this stage, the parent or key person should be able to talk through complaints with staff and come to a satisfactory resolution

Stage 2 – this occurs when parties are unable to reach a satisfactory resolution. The parent can speak to the nursery manager and work through the complaint. Parent needs to be satisfied that the nursery manager has dealt with the matter accordingly.

Stage 3 – at this stage, where no resolution has been agreed to, parent can make an official complaint in writing to the Director. The Director will respond to the parent and will call for meeting to address all concerns raised. Accurate notes are taken from the meeting and shared with the relevant parties. The concerns are usually resolved at this stage.

Role of OFSTED

Parents/carers or other stakeholders can contact OFSTED through any of the channels listed below. OFSTED's role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary. This body cannot resolve disputes between the complainant and the provider.

Email: enquiries@ofsted.gov.uk

Phone: 0300 123 4666 or

Address: OFSTED

Piccadilly Gate Store Street,

Manchester M1 2WD:

OFSTED will investigate any claims that they feel is necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded in the complaints summary record, which is available for parents and OFSTED inspectors on request

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Dealing with unacceptable behaviour by parents and visitors on the nursery premises
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	To create a safe working environment for the LAU community

Dealing with unacceptable behaviour by parents and visitors on the nursery premises

Aim

It is our aim to safeguard and maintain the well-being of all children within the nurseries and the staff who look after them. LAU nursery work in partnership with parents and information sharing in this area is vital so that staff respect and are aware of cultural, ethical or religious reasons.

Statement

LAU nursery actively encourages close links with parents and the community and believes that children benefit when the relationship between home and nursery is a positive one.

The vast majority of parents, carers and others visiting our nurseries are keen to work with us and are supportive of the nurseries. From time to time it is necessary for parents and the nursery to deal with problems relating to particular children. It is important that discussions between parents and staff are conducted in a calm and respectful manner. In the vast majority of such situations this is what happens, but on very rare occasions, aggression and verbal and or physical abuse is directed towards members of nursery staff or members of the wider LAU community.

LAU nursery expects and requires its members of staff to behave professionally in these difficult situations and attempt to defuse the situation where possible, seeking the involvement of other colleagues when appropriate. However, all members of staff have the right to work without fear of violence and abuse.

Violence, threatening behaviour and abuse against LAU staff or other members of the LAU community, including other parents, children and learners, will not be tolerated. All members of LAU community have a right to expect that their nursery is a safe place in which to work and learn. There is no place for any form of abuse, threatening behaviour or violence in LAU.

We expect parents and other visitors to behave in a reasonable way towards members of LAU staff and the wider LAU community at all times.

This policy outlines the steps that will be taken where behaviour is unacceptable.

Types of behaviour that are considered serious and unacceptable and which will not be tolerated in relation to members of staff, and other members of the community are:

Verbal intimidation, for example shouting or swearing, either in person or over the telephone.

· Constant emails and/or phone calls which amount to harassment and intimidation, despite the nurseries best efforts to address a situation.

Regularly emailing staff and expecting responses at unreasonable times such as late at night or weekends. Emails will be responded to during the nursery operating hours.

Inappropriate electronic activity including publishing abusive or inappropriate content with regards to the LAU community on social networking websites such as Facebook and Twitter or in email communication, any form of physical contact.

Physical intimidation, e.g. standing unnecessarily close to a member of staff.

The use of rude or aggressive hand gestures, including shaking or holding a fist towards another person, threatening behaviour.

Spitting.

Breaching LAU's security procedures. All visitors to the nursery must first report to the main reception area.

This is not an exhaustive list but seeks to provide illustrations of such behaviour. Whilst the use of such behaviour is unacceptable in all circumstances, LAU is particularly concerned to protect its children, staff, families and learners from being exposed to such behaviour (whether or not directed at them).

Unacceptable behaviour may result in the Senior Leadership Team terminating the contract with immediate effect between the parent and the nursery and the police/social care team may be called or informed of the incident.

Retainers will not be refunded and details of funded only parents (EEE) will be forwarded to the local authority.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Exclusion Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the process and procedures in regards to nursery exclusion.

Exclusion Policy

The Nursery

The nursery must be a place where teaching and learning takes place - if this is prevented from happening by an individual or group, the behaviours must be tackled.

The aim of our positive behaviour policy is:

To help children realise the appropriate behaviour and provide strategy/guidance to improve behaviour
To reward positive behaviour

To help support behaviour modification if children persist in making 'wrong' choices with their behaviour

To support the children, we have a clear sanctioning process that is shared with the children verbally and pictorially. It is regularly reinforced to ensure that the children are clear about the levels of expectation of their behaviour, and reviewed to ensure consistent use across the whole Nursery.

LAU nursery seeks to avoid exclusions, which is when a parent is asked to take their child away from the nursery.

Exclusion only takes place in cases of very serious incidents or when other strategies have been tried and have failed over time. (Please see Anti Bullying and Behaviour Policies)

In most cases, fixed term and permanent exclusions will be the last resort after a range of measures have been tried to improve the child's behaviour. If after a range of strategies have been put in place to address the inappropriate behaviour and they have not been effective over time exclusion may be necessary. (Please see Anti Bullying and Behaviour Policies)

A serious offence could by itself justify a child's exclusion. This may include an aspect of the following:

Violence towards an adult or child

Swearing at an adult or a child

Racist verbal abuse

Sustained bullying (see Anti Bullying Policy)

Frequent high-level disruption to the nursery

Frequent high levels of non-compliance

Frequent high levels of disrespect to all adults - staff and parents

The Manager and staff will firstly identify children whose behaviour places them at risk of exclusion, and then seek additional provision to meet their individual needs. This could include working in partnership with other agencies and parents.

First Steps

The nursery manager, together with the staff must look at a series of measures before excluding the child. These will include:

Identifying objectives and address one target at a time.

Include strategies for managing the environment, the child, or group and the activities which give rise to the inappropriate behaviours.

Emphasise teaching the child alternative positive behaviours.

Specify the behaviour that is unacceptable and the consequence should it occur e.g. time-out, reporting to nursery manager etc.

Include some form of self-assessment - e.g. chart to grade own behaviour during a session to encourage responsibility for own behaviour. For the very young star charts. The emphasis is always placed on achieving good behaviour.

Include a timetable for review of progress.

Ensure that all strategies are applied consistently and that all members of staff, bank staff and parents are aware of procedures.

Behaviour Support Plans will be used as a means to help support the child make correct behaviour choices.

Managing serious or persistent problems

The behaviour is the problem and not the child.

The behaviour of children giving cause for concern will be assessed.

Triggers or antecedents established.

Individual programmes will be planned to help modify inappropriate behaviour.

The child may be placed on the Special Needs Register in accordance with the criteria in LB Newham guidelines.

Parent/carers will be invited to discuss their child's behaviour and an individual programme drawn up. They will be kept informed of progress and the nursery will work in partnership with parent/carers.

Exclusion

Each individual situation will be investigated according to need. The Manager will gather evidence and seek the opinions and advice of colleagues. The views of the child and parent/carer will also be sought to gain the full picture before action is taken. If satisfied that, **on the balance of probabilities**, the child did what he or she is alleged to have done; the Manager may exclude the child, either permanently or on a temporary basis.

The EYFS 2017 says:

3.52. Providers are responsible for managing children's behaviour in an appropriate way. Providers must not give corporal punishment to a child. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. Providers, including child-minders, must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director

Raising Expectations



POLICY TITLE	Nursery Fire/emergency evacuation Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director, Fire Marshall & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedures when evacuation the building safely.

(This procedure should be followed in conjunction with the overall building fire evacuation procedure)

Fire/Emergency Evacuation procedure

(This procedure should be followed in conjunction with the overall building fire evacuation procedure)

All staff members; visitors; learners; volunteers and children should be signed in and out to ensure that we can account for them in the event of a fire evacuation.

The Nominated Fire Marshals are displayed around the building.

Your first responsibility is to enable the safe evacuation of everyone from the nursery.

All members of staff should be aware and understand the fire/emergency evacuation procedure. Staff must be aware of the location of fire extinguishers & fire blankets.

A nominated person will be responsible for checking the attendance register on evacuation, ensuring all children are accounted for.

On discovering a fire, the member of staff will activate the fire alarm.

On hearing the fire alarm, staff will escort the children as they are to the designated assembly point. They may then be moved to the designated area if required.

Staff will not stop to pick up children's shoes, jackets or any other belongings.

Fire marshals are responsible for ensuring every room is evacuated. Fire marshals will carry out final checks to ensure all areas of the site have been evacuated.

A copy of children's emergency contact details needs to be taken with the evacuation.

Remember: you are in charge of the safety and wellbeing of the children, you are to act in a calm reassuring manner.

The above procedure is communicated to every parent/carer during the nursery induction procedure.

After the evacuation session the health & safety officers need to record how long the evacuation took on the relevant forms and report to the nursery manager in a timely manner.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	First Aid Procedure (Accident)
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedures to follow in the event of an accident within a LAU provision.

First Aid (Accident) procedure

At LAU nursery first aid training is provided for newly qualified staff and there is always a first aid qualified member of staff on duty. In an emergency staff will administer first aid and the procedures below will be followed. Parents and carers must ensure that they make staff and managers aware of any cultural or religious reasons as to why their child is unable to receive medical treatment from staff and/or emergency doctors.

Please ensure these steps are taken in case of an accident:-

All parents/carers must ensure that upon induction they have read and signed the nursery agreement for medical treatment.

A qualified first-aid member of staff must see the child if the injury is serious. In all cases a senior member of staff is informed of an accident and signs the form immediately on completion before parent/carer is informed. An accurate report of the accident or emergency is written as soon as possible in the required format and fully completed.

Parent/Carer must be told of any injury or accident to their child on the same day and they must sign the accident report. (A copy will be provided upon parental request)

Depending on how serious the accident is the parent/carer would be called to attend the nursery. Parents/carers should be informed immediately of any impact to the face or head.

Disposable gloves/ aprons must always be worn when dealing with body fluids, i.e. blood, vomit etc. gloves should only be used once and then disposed of appropriately.

Ice packs should **not** be used for treating head injuries.

All bodily fluids, paper tissue, waste and soiled dressings must be securely sealed in polythene packaging and disposed of using the clinical bags. Ensure that protective gloves/ aprons are also disposed in a similar manner. Do not forget to wash your hands thoroughly.

Only non-allergy dressings and wipes are to be used. For plasters to be applied to the children permission needs to be sought at induction on the medical treatment form

Monthly first aid risk assessments will be carried out for each first aid box.

If a child receives a head injury you must give the parent/carer an advice slip on head injuries. Child must be monitored at regular intervals.

Each setting must have a first aid box that is accessible to all team members in all rooms. A first aid kit must be taken on any outings.

OFSTED must be notified of any serious injury, accident, incident, or death to any child in the setting within the maximum time of a 14 day period.

Parents must inform the nursery if they have had an accident at home. An accident at home report must be completed BEFORE the parent leaves the setting upon arrival if a child arrives with an injury.

IMPORTANT: IF IN DOUBT OF ANY OF THE ABOVE PROCEDURES YOU MUST SEEK CLARIFICATION FROM YOUR LINE MANAGER

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director

Raising Expectations



POLICY TITLE	Nursery Food Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to promote healthy eating within the nursery environment

Food Policy

Introduction

LAU nursery caters daily for children aged from 3 months - 5 years. The food is prepared by Zebedees. The children's backgrounds reflect the diverse local community and LAU / Zebedees incorporate this into our menus. A well-balanced diet is important for good health. It can help maintain a healthy body weight and enhance general wellbeing. Therefore, it is important to provide healthy food choices to help children eat well.

Please note that we are a healthy eating Centre so please help us to maintain our healthy eating status by not bringing sweets, fizzy drinks etc. to the nursery. The nursery will celebrate special occasions, for example celebrating festivals/events and will encourage healthy eating and provide a range of healthy and cultural foods limiting unhealthy food choices. Parents/Carers can bring in healthy food for special occasions. An imitation cake will be provided by the nursery for birthday celebrations.

Our aim

Promote positive attitudes to healthy eating and access to healthy options. Provide healthy, varied, and nutritious meals and snacks for all children.

Involve Parents/Carers in the planning process of menus through food tasting evening and feedback.

Display weekly menu in advance where possible.

Obtain information to accommodate the special dietary, religious needs or preference of the child in consultation with Parents/Carers.

Provide full fat milk to babies and semi skimmed milk to over 2s.

Inform Parents/Carers if their child is not eating well.

Organise meal times - staff sit with children while they eat to promote positive role models for healthy eating as well as encouraging children to eat.

Encourage independence such as choices or self-service.

Children to have access to drinking water at all times.

Provision of food and mealtimes

Healthy eating displayed in the nursery environment

Provide suitable utensils, plates, cups and bottles (age appropriate)

Breakfast is provided. Parents/Carers are asked on arrival if their children would like breakfast

All meats are Halal.

We cater for vegetarian and vegan children.

Meals reflect the diverse community and staff encourage children to try new foods by being positive role models and giving praise in success

Children with food allergies are catered for and are monitored very closely at mealtimes.

Dietary requirements are displayed in the nursery rooms for staff information.

Children aged 2-5 are encouraged to serve themselves and to eat age-appropriate portion sizes

Servings are supervised by practitioners and the children are encouraged to have the correct proportions from each food group

Children are observed at mealtimes - if they are eating too little, LAU will work in partnership with Parents/Carers.

If there are any changes in regard to the children's dietary needs after induction, then a new dietary needs form must be completed.

Staff who is in charge of preparing/serving meals or snacks must have an up-to-date food hygiene certificate.

Curriculum

Mealtimes are a social time for the children; the children sit with their peers and are encouraged to have conversations. Children will observe the life cycle of the seasonal food and use them in cooking activities. The children will also explore herbs and spices with their senses developing language, communication, reading, writing, personal, social and emotional wellbeing.

Children have access to outdoor play in all weathers and are encouraged to manoeuvre in different

styles promoting active play.

Parents

Menus are displayed for Parents/Carers

Food tasting evenings are implemented for parents/ carers to sample food from the new menus which are changed twice a year.

Encourage healthy eating and support children who are fussy when eating.

The nursery discourages parents/ carers bringing in food from home as we are unable to re-heat food due to food safety regulations.

Food will not be re-heated once delivered to nurseries due to food safety regulations.

Menus

Menus are planned by Zebedee's food nutritionist and shared with LAU. All dietary requirements must be put in writing to the nursery.

All concerns/suggestions regarding meals should be referred to the Nursery Manager / Deputy Manager in writing.

Food allergies

Food allergies can be life threatening. The risk of accidental exposure to foods can be reduced in the nursery setting if we work in partnership with parents to minimize risks and provide a safe educational environment for children.

Family's Responsibility

Notify the nursery of the child's allergies.

Work with the nursery team to develop a plan that accommodates the child's needs.

Provide written medical documentation, instructions, and medications as directed by a physician. Provide properly labelled medications and replace medications after use or upon expiration.

Educate the child in the self-management of their food allergy (if possible) including:

-safe and unsafe foods

-strategies for avoiding exposure to unsafe foods

-symptoms of allergic reactions

-how and when to tell an adult they may be having an allergy-related problem

-how to read food labels (age appropriate)

Review policies/procedures with the Nursery staff after reaction has occurred.

Provide emergency contact information.

Nurseries Responsibility

Be knowledgeable and follow applicable laws and policies that may apply. Review the health records submitted by parents and doctors.

Include children with food allergies in nursery activities. Children should not be excluded from daily activities solely based on their food allergy.

Identify a core team to work with parents and the child (age appropriate) to establish a prevention plan.

Changes to the prevention plan to promote food allergy management should be made with core team participation.

Assure that all staff who interact with the child on a regular basis understands food allergy, can recognise symptoms, knows what to do in an emergency, and works with other staff to eliminate the use of food allergens in the allergic child's meals, educational tools, arts and crafts projects, or incentives.

Coordinate with the manager to be sure medications are appropriately stored and be sure that an emergency kit is available. Medications need to be kept in an easily accessible secure location.

Review policies/prevention plan with the core team members, parents/guardians and doctors after a reaction has occurred.

Discuss outings with the family of the child with food allergies to decide appropriate strategies for managing the food allergy.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Health & Safety Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event of an Health & Safety issue

Health and Safety

The health and safety of your child is paramount at LAU nursery, the steps below must be followed by all LAU staff to ensure that children within our care are safe and healthy; however, every nursery has a named Health & Safety officer who ensures that all records are kept updated.

LAU nursery must ensure that:-

Risk assessments checklist to be completed on a daily basis before children's arrival and any hazards will be dealt with immediately.

Fire procedures to be implemented & timed fire drill log recorded after each fire drill.

All staffs are responsible to implement Health & Safety Procedures and complete risk assessment when appropriate.

Named Health and Safety officers are displayed around the building. All staffs are responsible to check all materials are in good condition.

All staffs are responsible to check dates on food are within safe consumption & to dispose of consumables that have perished. Health & Hygiene certificate to be displayed.

All staffs are responsible to ensure any waste materials are sealed and disposed in outside refuse bin.

Each site to have qualified first aiders & first aid kits to be fully stocked and accessible at all times.

All broken toys to be disposed of after checking with a senior member of staff. All main equipment to be sterilised as and when required and termly.

All children under the age of 1 need to have sterilised food equipment. Any that are not must be sterilised. {where possible}

Nursery floors and toilets cleaned daily by cleaners.

All staff needs to ensure toilets are clean throughout the day. (Cleaners check throughout the day) Clean tea towel and dish cloths every day.

Mops, buckets, brushes, and dust pans need to be hygienic and maintained daily.

Clean bed linen for every child. Used mattresses should be cleaned daily.

Paint, glue etc. containers must be washed in appropriate sink.

Any major cleaning/maintenance requirements to be reported to line manager. Plastic carrier bags must not be used to store children's belongings.

All staff to undertake Health and safety training once a year.

Supporting Documentation

The policy has been developed in line with current national guidance of good practice and legislation; specifically:

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

Health and Safety at Work Act 1974

Environmental Protection Act 1990

Signed

Date

Position: Member of Trustee

This document was last reviewed in July 2021



Raising Expectations

POLICY TITLE	Nursery Critical Incident policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to ensure that we operate effectively in a case of a critical incident

Incident

Purpose of Policy

The purpose of this policy is to ensure that when an incident occurs at LAU nursery that an appropriate action is taken, and accurate information is recorded and communicated. An incident is classed as an occurrence which may under circumstances cause an injury to one or more persons with intent.

Who is responsible?

It is the responsibility of every member of staff to ensure that incidents are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff are aware of incident policy. It is the responsibility of the staff member who has dealt with the incident to write an incident report and ensure it is signed by the parent or carer.

Minor Incidents

If the incident is minor and does not require medical or external assistance the practitioner should address the incident using the approved methods of the setting and complete an Incident record, this will be signed by the staff member and by the parents/carer of the child.

If the incident is minor but First Aid is required, the first aider will assess the situation and administer first aid as required. The First Aider will assist the staff member to complete an incident record with details on the first aid administered. The parents/Carer should be contacted and informed of the incident and asked to sign the forms once they arrive to collect their child.

Serious incident and injuries

If the incident is serious and medical treatment or external authorities are involved, then a staff member should call the authorities immediately. If medical treatment is required at the hospital a member of staff will accompany the child to the hospital in an ambulance. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform parents/carer of the child immediately (or an emergency contact) and inform them of the incidents, what actions have been taken and what the parents should do next. In some extreme cases management may be required to contact the police but parents/carers will be fully made aware of this and the reasons for this.

Recording incidents

All incidents however minor have to be recorded in the incident forms. It is extremely important the incident records are filled in fully and accurately and signed by the person completing the forms.

Critical Incident

A Critical incident is a traumatic incident that could result in death, or near death of a child, or staff member at LAU nursery, to ensure the health, safety and welfare of the children in our care, we plan for all eventualities. The critical incident policy and procedure is in place to ensure that we operate effectively in the case of a critical incident.

These include:

Adverse weather conditions such as a flood or snow.

Heating system failure

Burst water pipes

Fire, bomb threat, explosion, terrorist

attackBurglary

Abduction or threatened abduction of a child

Death of a member of staff or a child

Assault on a member of staff or a child
Serious accident or illness
Any other incident that may affect the care of the children at the nursery.

We will make every effort to keep the nursery open, but in exceptional circumstances, we may need to close at short notice. We will contact parents via telephone/e-mail.

In the event of an emergency, our primary concern will be to ensure that both the children and the staff are kept safe. If it is necessary to evacuate the nursery, the following steps will be taken: -

If appropriate the Manager in charge will contact the emergency services.

All children will be escorted from the building and taken to the assembly point at the front of the building, and if necessary to the secondary point.

No attempts will be made to collect personal belongings, or to re-enter the building after evacuation. The Manager in charge, or if appropriate, another nominated individual will check the premises providing that this does not put anyone at risk.

The register will be taken, and all children and adults will be accounted for.

If any person is missing from the register, the emergency services will be informed immediately. The Manager/ nominated person will contact parents to collect their children.

All children will be supervised until safely collected. If after every attempt, the parent or carer cannot be contacted, the nursery will follow its Uncollected Child procedure.

If the registration is affected, we will inform Ofsted of its closure.

Inform RIDDOR if necessary.

Flood

There is always a danger of flooding from adverse weather conditions, which we cannot anticipate. If flooding occurs during the nursery day, the Manager in charge will make a decision depending on the severity and location of the flooding, and it may be necessary to follow the evacuation procedure.

Snow

If heavy snow fall is threatened during nursery hours, the Manager in charge will take into account the safety of the children, their parents and the staff when deciding whether or not to close the nursery. Parents will be contacted for collection of their child.

In the event of staff shortages due to snow, bank staff will be contacted. The children may be grouped differently until they arrive. If, having explored all avenues, we are unable to maintain statutory ratio requirements. If the safety, health or welfare of the children is compromised, the Manager in charge will take the decision to close the nursery.

Burst Water Pipes

We take care of all our water and heating systems through regular maintenance and checks to reduce the risk of flooding in this way. Our central heating system is checked and serviced annually by a registered gas engineer, and they conform to all appropriate guidelines and legislation. However, if flooding occurs as a result of this during the nursery day, the Manager in charge will make a decision based on the severity and location of the flooding, and it may be necessary to follow the evacuation procedures.

In the event of a fire, our normal fire procedures will apply, and the building will be evacuated as above.

Burglary

LAU nursery follows a lock up procedure. All doors and windows are closed and locked before the premises are vacated. Alarm systems are installed and are in operation during the hours that the nursery is closed. The Opening Manager checks the premises as they arrive in the morning. Should they discover that the nursery has been broken into, they will: -

Dial 999 Police with as many details as possible - i.e., name and location, details of what they have found, and emphasis that this is a nursery and children will be arriving soon.

Contain the area so that no-one enters until the police arrive. If all areas have been affected, the opening manager will follow police advice and may then follow the emergency closure procedure.

The Opening Manager will help the police identify items missing, area of entry etc.

The Director will be informed, if not already there, so that they are available to speak to and reassure parents.

The Director will assess the situation following a theft and ensure parents are kept up-to-date with developments relating to the operation of the nursery.

Abduction or threatened abduction of a child

We take the safety and welfare of the children in our care extremely seriously and have secure safety procedures in place to ensure children are safe whilst within our care. This includes safety from abduction.

Staffs are vigilant at all times and report any persons lingering around the property to the Manager in charge

/HCO. All doors and gates to the nursery are locked and unable to be accessed unless staff members allow individuals in.

Children will only be released into the care of a designated adult.

Parents are requested to inform the nursery of any potential custody battles or family concerns as soon as they arise so that the staffs are able to support the child/ren. The nursery will not enter into any custody battle and will remain neutral for the child.

If an absent parent arrives to collect their child, the nursery will not restrict access unless a court order is in place. Parents are requested to issue the nursery with a copy of these documents should they be in place. We will seek legal advice with regards to any concerns over legal custody and relay any information back to all parties involved.

If a member of staff witnesses an actual or potential abduction from nursery, the following procedures will be followed: -

The police must be called immediately

The Staff member will notify the Director/Manager in charge immediately

The Parents will be contacted

All other children will be kept safe and secure and calmed down where necessary

The police will be given as many details as possible including details of the child, description of the abductor, car registration number if used, time and direction of travel if seen, and any family situations that might impact on this abduction.

Bomb Threat / Terror Attack

If a bomb threat is received at nursery, the person taking the call will record all the details given over the phone as soon as possible and raise the alarm as soon as the telephone call is terminated. The Management will follow the fire evacuation procedure to ensure the safety of all on the premises, and will

This document was last reviewed in July 2021.

provide as much detail to the emergency services as available. The nursery will move to the secondary evacuation point as soon as possible, and advice would then be sought from the police as to further steps required.

Pandemic/ Epidemic

In the event of a pandemic/epidemic situation the nursery will take advice from the local authority on closing. If necessary, parents will be contacted by phone/ email and informed of any closures.

Death or serious injury of a member of staff or child

In this incidence, the Manager in charge would need to take charge of the situation. Priority would be to get emergency assistance ringing 999 giving full details of the incident and medical situation.

A parent or next of kin should be contacted immediately

Staff team must be updated and debriefed.

Children must be managed and

reassured. Insurance company must be informed.

OFSTED MUST be informed within 14 days of incident.

Management must agree what will be told to the other parents to ensure they are all given the same information.

With legal advice, management must decide what will be said to media if necessary to ensure consistency. Advice can also be obtained from the local Authority.

A factual report must be written, using clear, specific language giving the facts about what happened.

There must be a review of the procedures in the nursery, to see if lessons can be learnt from the incident, and an assessment made on the ongoing risk of this happening again.

Counselling may be offered to those in need.

In the sad event that the nursery is notified of a child's death outside of the setting, there may well be ongoing actions and issues that need to be addressed. These can include distress for staff, children, and parents, as well as Social Care and Police investigations, and possible media interest. There is no duty for us to ring Ofsted or Social care. However, if we felt that this incident was a safeguarding children issue, we would follow the normal Safeguarding Children Policy and Procedures.

Other Incidents

All incidents will be managed by the Manager in Charge, and all staff will co-operate with any emergency services on the scene. Any other incident that requires evacuation will follow the fire procedures. Other incidents will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff at the nursery.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Inclusion & Equal Opportunities policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (5) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify inclusion and equal opportunities within the nursery

Inclusion & Equal Opportunity

We believe that every child has the right to quality care and education. LAU nursery aim to offer services that embrace the Code of Practice 2001.

We aim to achieve this by:

Our goal is to welcome all children and where necessary, seek to provide additional support and resources to enable the inclusion of all children.

Embrace all children and their families and their backgrounds.

Identifying individual children's learning and development needs.

Supporting children with any medical, special educational needs or disabilities.

Making reasonable adaptation to the routine and environment.

Work in partnership with parents/ carers.

Identifying and providing additional resources and support. (We will, wherever possible, help parents/ carers find various routes to achieve this. This may be on or off site).

Undertake and retain Investor in Diversity Award

We aim to work in full partnership with both parents and professionals. We recognise the expertise and skills that all parties bring and put into practice to enable a child to reach their full potential.

When starting at LAU nursery, each child is appointed a Key person, whose responsibility it is to link with parents, observe the child, identify needs and record the child's progress. This information is shared with parents at regular progress meetings. Additionally, all staff will endeavour to build good working relationships with parent / carers to enable the regular sharing of information aside from a formal meeting. Information will also be shared with other relevant professionals involved in the care of any child.

Our physical resources take into account young children's height and physical needs. We therefore offer child sized toilets and sinks, tables and chairs and a nappy changing area.

LAU nursery has a Complaints Procedure, which is accessible to all users of our service. A copy of this is issued to each parent/carer upon starting the nursery.

We are committed to constantly updating and refreshing staff's knowledge and skills via regular training programmes. We implement this by:

Identifying individual staff training needs and providing access to relevant training.

Providing three closure Training Days per year to enable staff to attend appropriate training needed to enhance service delivery.

For children to achieve their full potential, they need to have a confident positive self-image of themselves. To obtain this, each child has to be treated as an individual with respect and understanding displayed towards gender, class, race, home culture, religion, language, health status and ability.

When necessary, staff will act discriminately to challenge racial and sexual stereotyped behaviour, to ensure equality of opportunity for the children in their care.

We will continually monitor and evaluate our curriculum and resources to ensure that they positively reflect and value our community's social and cultural diversity.

Our children will be encouraged to work co-operatively and reinforcing the golden rules.

We will not accept from children, parents, visitors or employees any behaviour that will undermine a child's self-respect. This includes name-calling, with regard to race, religion, colour or ability. Any such incidents that may arise will be dealt with swiftly and sensitively.

We will teach and embed British values in the nursery

Nursery Equality and Diversity Champions

LAU nursery has an assigned Equality and Diversity Champion so that there is an assigned person for individuals to address any Equality and Diversity issues, concerns and suggestions with.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Key person policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (5) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the importance & role of a key person within the nursery

Key Person

A key person has a special responsibility for working with a small number of children, giving them reassurance to feel safe and cared for, keeping development records on their key children and also building relationships with their parents. All key persons must strictly follow this policy to maintain the quality care for all children and their parents, which is also the EYFS requirement.

A key person should:

Help the child to settle in the nursery and to become familiar in the environment and to feel confident and safe within it.

To work towards developing and sustaining a genuine bond with the child and their family and offer a settled, close trusting relationship.

Get to know the children's need of each child in their care and responds sensitively to their feelings, ideas and behaviour.

Get to know the needs of each key child to share key information with the team to ensure each child's need are understood by all in order to meet them.

Share the profile of the child's development and progress during termly parents evening and upon parent request.

Track the child's on entry development and continuous learning using the online tracker and summative assessments, this data will be used to inform the child's progression and reports

Key persons should develop a good relationship with parents/carers, ensuring that the child is cared for appropriately at nursery and accommodating their individual needs within the daily routine.

The key person needs to develop a two way flow of information between themselves and the parent/carer to help them become aware of any significant aspects of family life that may be important to the child.

The key person has responsibility for sharing their key children's development profiles with parents and other professionals as required, in cases of children with additional needs or identified children in need they will be called upon to attend reviews and core group meetings with the support of a senior manager.

It is the duty of all staff in the nursery to work collaboratively, be adaptable to the children's routine and support the needs of each child and family.

A key person should understand:

Babies and children become independent by being able to depend upon adults for reassurance and comfort. Children's independence is most obvious when they feel confident and self-assured, such as when they are in their own home with family, or with friends and familiar carers such as a key person.

Babies and children are likely to be much less independent when they are in new situations, such as a new group or when they feel unwell or anxious.

Key Persons responsibilities will involve:

Observing and keeping an accurate record of a child's development, following the guidelines for children's profiles.

Liaising with parents and staff about a child's achievements and development.

Providing comfort and reassurance to a child if they are distressed or unsure.

Developing children's confidence and helping them feel secure in their environment especially if they are new to the Nursery.

Encouraging children to join in activities and become secure and independent.

Explaining to parents how the Key Person system operates and being available for consultation with parents if requested.

In cases of children with additional needs or support the key person has responsibilities for sharing information to relevant agencies, team and parents.

Ensuring Child Profiles are displayed in a suitable place for parents to access when required and being prepared to chat with parents at any time.

To make sure that key documents are completed in a timely manner, including all about me books, 2 yearsold checks, 5 day settling in observation, transition forms, SEND (if applicable) Individual support plans.

Key person responsibilities with supporting transition

The key person plays an integral role in the transition, aiding this by introducing the children and their parents/carers to their new key person and helping them to become familiar with their new environment. It is the responsibility of the key person to pass on records during transition and to ensure that these records are all up to date.

To involve the parent/carer in the transition period.

To arrange visits when possible.

Transition forms to be completed on the child and passed on to relevant rooms or external settings. The child's contact details and EYFS folder should be transferred.

To plan activities that promotes successful transition into other settings To support the child for school readiness working with family.

Manager role and processes to support the key person in their role

Managers must provide opportunities for staff to give regular feedback and to support staff in their role as key person, ensuring that key person is able to meet the developmental needs of the child.

Managers to ensure/check that profiles and trackers are updated to enable data to be monitored reviewed and analyses to identify gaps in children's learning.

Manager to provide relevant continuous professional development (CPD)

Manager, staff and key person to share information on individual key children regularly to meet their needs.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director

This document was last reviewed in July 2021



Raising Expectations

POLICY TITLE	Nursery late & None collection of children policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event of a child who is collected late or not collected.

Late collection of children

The child/ren must be kept in the nursery area at all times.

The parent/carer must telephone the nursery as soon as they can before 6pm if they are delayed in collecting their child/ren. Late fees are applicable even if contact with the nursery is made.

The parent/carer must keep the nursery informed of the situation at all times.

Parents/carers who are late in collecting their child/ren will be asked to sign the "Late form" stating the reason why they were late and the time they arrived.

Stage 1-Failure to collect the child/ren by 1pm or 6pm will result in an on the spot fine of £25.00 (Per child) for any time after 1p or 6pm, within the first half an hour.

Stage 2- From 1.30pm or 6.30pm onwards if the child is not collected within 30-60 minutes the fine is £45.00 (per child)

Stage 3- After 2pm or 7.00pm onwards the fine is £5.00 (Per child) every 10 minutes.

If parents/carers fail to inform the nursery by 7pm, that they are running late, the emergency contact details on your child form will be contacted if we are unable to contact you. Please make sure that the emergency contact is over 16 years of age. A referral to Newham Social Care must be made in order to place the child/ren in the care of Newham Social Care. The number for the MASH service is 0203-373-4600.

For Early Education Entitlement Grant Children (EEG)

Stage 1-Failure to collect the child/ren by the end of their session will result in an on the spot fine of £20.00 (Per child) for any time within the first half an hour after the session should have finished.

Stage 2- After the first half an hour from their scheduled end time of the session if the child/ren is not collected within the first 60 minutes the fine is £40.00 (per child)

**Repeated lateness will result in the termination of your childcare place at the LAU nursery.
(At the discretion of the nursery manager)**

Non-Collection of Children Policy

LAU nursery have a system set in place should a parent/authorised adult fail to collect a child at the end of the session, to ensure that a member of staff will look after and carry out the correct procedures to keep the stress of children and parents to a minimum.

Methods

Ensure registration forms are complete and up to date with information including

Home address and telephone number

Place of work, address, and telephone number

Mobile telephone number (if applicable)

Emergency contact numbers and names

Information about all persons who are authorised to collect the child

Information about any person who does not have legal access to the child

If a parent is not going to be in his/her usual place of work, it is important to gain the relevant information you will need should they need to be contacted on that particular day.

Ensure that parents are aware that if they are going to be late, they must put in place a contingency plan so that the child can be collected on time. Staff must also be privy to this information as they will not allow a child to leave the premises with an adult who is not known to them, or whom they have not been informed of.

Failure to make contact

If all options have been explored and there has been a failure to make contact with any authorised adult to collect the child, the following will occur:

LAU will contact the local authority Social Care Services department out of hour's duty officer and the local police.

The child will stay at LAU in the care of two fully vetted practitioners until the child is collected either by the parents or a social worker.

Social Services will endeavour to find or make contact with the parents/ carers or relatives, but if this is not possible, the child will be admitted into the care of the local authority.

Staff must not go and look for the parent, nor take the child home with them.

A record of the incident must be recorded on the child's file the following (working day)

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Lost child off site Procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director, Designated Safeguarding Lead & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event a child going missing off site

Lost Child - Off Site Procedure

In the unlikely event that a child would go missing whilst on an outing with the nursery, the following procedure will be implemented immediately.

All Early Years Practitioners will be informed and an immediate thorough search of the area will be made, ensuring that all other children remain supervised throughout.

An Early Years Practitioner will ensure that a Senior Early Years Practitioner is notified whilst other practitioners continue searching.

If not already present, a Senior Practitioner would join the other practitioners in the search and decide whether the remaining children should continue with their outing or return immediately to the nursery and ensure the care is provided as usual.

If the child has not been accounted for the Senior Practitioner will contact the police (999) and the child's parent/carers informing them of what has happened.

The Senior Practitioner will meet the police and parent/carers.

The Senior Practitioner will then await instructions from the

police. Any incidents must be recorded in writing.

OFSTED must be contacted and informed of what has happened.

A risk assessment/ lessons learnt report should be carried out by the Senior Practitioner or Nursery Manager following investigation to ensure it does not occur again or the risk is minimised where possible for the future.

Once the child has been found, practitioners would reassure the child dealing with any anxieties that they may have.

Practitioners would review the incident and an investigation will take place and all necessary actions will be taken within both OFSTED standards and LAU policies and procedures.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Lost child on site Procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event of a child going missing on site.

lost Child - On Site Procedure

In the unlikely event of a child going missing when in our care, we will implement the following procedure immediately:

Please remember to check the signing in and out sheet to make sure the child has not been collected.

If a child has been lost on site, please follow the steps below:

All practitioners will be informed and an immediate thorough search of the building and the surrounding area will take place. This will be carried out by at least 3 members of the team, one of which should be a senior member of staff this will take place without distressing or notifying the other children.

The Director will then be notified, she will then assist the nursery team in the search.

If the child has still not been found, the Early Years Manager or a senior member of staff will telephone the police and inform them of what has happened.

Contact parent/carers and inform them of what has happened and what we have done so far.

During this period, practitioners will still continually be searching for the missing child, whilst other practitioners maintain as near to normal routine as possible for the rest of the children.

The Manager and the Director will meet both the police and the parent/carers to inform them of what has happened.

The Manager and the Director will await instructions from the police.

All incidents must be recorded in writing.

OFSTED must be contacted and informed of the incident.

Risk assessment/lessons learnt report will be carried out with the Nursery Manager to ensure it does not occur again or the risk is minimised where possible for the future.

Once the child has been found, practitioners would reassure the child dealing with any anxieties they may have.

Practitioners will review the incident and an investigation will take place and all necessary action will be taken within both OFSTED standards and LAU policies and procedures.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director

Raising Expectations



POLICY TITLE	Managing Children's Absence from Nursery Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedures for admissions of new children.

Managing Children's Absence from Nursery

LAU is a private nursery which is open 50 weeks of the year or term time only where relevant. They are accessible to all, regardless of status or address. Children can join our Nursery from 3 months old, and can stay with us up until they term they are rising 5 years old (by legal requirement).

LAU nursery is in line with anti-discriminatory practice, equal opportunities and is inclusive to all.

Managing Children's Absence from Nursery Policy

LAU nursery recognise the importance of consistent attendance and children's learning, therefore extended levels of absence can impact negatively on children's learning. To ensure the Safety and Well-being of children it is paramount that staffs are made immediately aware of known/planned absences such as holidays, hospital stays and moving home. If a parent/carer is sick which results in the child not being able to attend the setting it is important that staff are also informed immediately. To ensure the monitoring is addressed consistently and fairly across the settings and to record absences minimising risks in line with Prevent and Safeguarding concerns.

At the time of a planned absence the following procedure should be followed:

Provide the manager with a completed authorised absence form informing the reason for absence and anticipated return date

If the expected return date is changed the nursery should be informed immediately, if not the nursery will make every effort to contact the parent/carer.

In the event of an unplanned absence the following procedure should be followed:

Parent/carer to call the nursery to report the absence on the first day. If absence is continued into a new week the parent is required to follow up the absence report.

Nursery to follow up absence if no contact from parent is made and recorded.

In a case where the setting cannot contact the parent and the parent has not contacted the setting:

Nursery to follow up absence with the child's emergency contacts.

If absent for two weeks without contact made with parents or emergency contact the Nursery may carry out a home visit.

If after the home visit no contact is continued the Nursery will make a referral to Newham's local safeguarding board - MASH.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Maternity & Parental Leave Policy & Procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to make definitions and agree procedures relating to maternity.

LAU MATERNITY POLICY AND PROCEDURE

1.1 POLICY INTRODUCTION

A good employer recognises the value of its employees and aims to retain the skills and experience of women in the workforce with caring, as well as work responsibilities. In addition, there are statutory duties placed on the employer which are contained in the Employment Rights Act 1996, as amended by the Employment Relations Act 1999 and the Maternity and Parental Leave etc Regulations 1999.

The Statutory Rights fall into the following areas:

- Maternity Leave
- Maternity Benefit
- Time off for Antenatal Care
- Protection against detriment or dismissal
- Parental Leave
- Paternity Leave

1.2 Scope

These procedures apply to all qualifying employees and replace the April 2007 policy.

1.3 Risk Assessment

The Management of Health and Safety at Work Regulations 1999 requires risk assessments to be undertaken for all pregnant employees to identify if any hazards exist within the workplace that could affect them or their baby. Where unacceptable hazards are found, corrective action will be taken wherever possible to protect the pregnant employee. If this is not possible further or other measures may be required.

It is important that employees inform the Manager as soon as they become aware that they are pregnant so that a risk assessment can be carried out for them. Any concerns regarding their routine should be discussed immediately with their manager.

2.0 Time Off for Antenatal Care

All pregnant employees are entitled to paid time off for antenatal care, including relaxation, 'parent craft' classes and medical examinations. An employee can be requested to show a certificate from a registered medical practitioner or midwife confirming the pregnancy and an appointment card.

2.1 LEAVE

All employees, regardless of hours of work or length of service are entitled to 52 weeks' statutory maternity leave comprising 26 weeks ordinary maternity leave (OML) and 26 weeks additional maternity leave (AML). A period of 2 weeks' compulsory maternity leave is required immediately after the birth of the baby.

2.2 Commencement of Maternity Leave and Notification

Employees should notify their Manager of their proposed date of absence at least 21 days in advance and no later than 14 weeks before the expected week of childbirth. The earliest date maternity leave can commence is 11 weeks before the expected week of childbirth. However, to assist in cover arrangements, earlier discussion could take place. This notification should be in writing and include details of the expected date/week of childbirth, together with proposed date for beginning maternity

leave.

Employees should also provide a certificate (MATB1) from a registered medical practitioner or midwife stating the Expected Week of Confinement (EWC). This should be the original copy as photocopies cannot be accepted.

Maternity leave can also begin where:-

- childbirth occurs before the notified date of commencement of maternity leave,

or

- before the employee has been able to notify her Headteacher of her intention

to take leave, or

- at a minimum, on the date of childbirth, or
- if an employee is off sick with a pregnancy related illness in the 4 weeks prior to childbirth, maternity leave begins on the first day of absence in that period.

2.3 Sickness

Any period of Maternity Leave is not sick leave and will not be considered when calculating sick leave entitlements. If an employee is absent due to sickness, other than pregnancy related, the normal sickness provisions will apply. Providing the employee complies with the normal sickness scheme provisions which apply to their post, the employee's absence will then be treated like that of any other employee who is unable to attend work due to sickness.

2.4 Annual Leave and Bank Holidays

Staff who have an annual leave entitlement, accrue bank holidays and annual leave during maternity leave and can either carry it forward or use it for a paid period of deferral to return to work.

3. PAY

3.1 Benefits - Statutory Maternity Pay (SMP)

All employees who are pregnant or have just given birth are entitled to 39 weeks SMP from the employer provided they meet the following qualifying conditions

(a) Provide a Certificate from a Registered Medical Practitioner or a Registered Midwife of the EWC.

(b) Give 21 days' notice, or as soon as reasonably practicable that she intends to stop work because of pregnancy.

(c) Have 26 weeks continuous service by the 15th week before EWC (known as the qualifying week -QW).

(d) Have average weekly earnings at least equal to the lower earnings limit, for National Insurance Contributions (NIC's) in the 8 weeks up to and including the QW.

39 weeks SMP is payable whether the employee returns to work or not at the following rates:

- 6 weeks at 9/10 of average earnings.
- 33 weeks at lower rate SMP. (Variable from year to year and adjusted in line

with other Social Security benefits).

Or the employee may receive:

- 6 weeks at 9/10 of average earnings plus
- 12 weeks at half pay in addition to SMP, providing the total does not exceed

full pay. (Subject to the employee returning to work for a period of, at the minimum, 3 months. If the employee does not return for this period, the employer will require repayment of the 12 weeks' half pay.)

- 21 weeks at lower-rate SMP

3.2 Maternity Allowance

Employees not eligible to receive SMP are entitled to claim Maternity Allowance (MA) from the Benefits Agency:

- for up to 39 weeks provided they have worked and paid NIC's in 26 of the 66

weeks prior to the EWC.

3.3 Pensions

The Employer will pay pension contributions throughout Ordinary Maternity Leave (OML) whether or not an employee received any pay.

An employee will pay contributions based on her actual pay. If she does not qualify for SMP and receives no pay, then no contributions will be payable.

4. RETURNING TO WORK

Prior to going on maternity leave, there is no longer a requirement for an employee to advise if and when she is returning to work. However, you may wish to discuss her intentions during routine contact. The employee can opt to return to work earlier than planned from maternity leave but she will need to provide a minimum of 21 days' notice and ideally provide as much notice as possible. The employee cannot return to work within 2 weeks of giving birth. Only when an employee wants to come back to work before the end of the 26 weeks ordinary maternity leave (OML), should she advise her Manager, 3 weeks prior to early return. In the case of Additional Maternity Leave, (AML), which starts at the end of OML for up to 26 weeks a Manager can write 21 days before the end of OML asking for confirmation of the child's date of birth and asking whether she intends to return to work after AML.

4.1 Right to Return

An employee is entitled to return from maternity leave to the same job on exactly the same terms and conditions as if they had not been absent. If a redundancy situation exists and the employee is unable to return to work, a suitable alternative vacancy, where one exists, will be offered. If a re-organisation has taken place, this might necessitate a change in job to the one occupied prior to maternity leave.

During maternity leave employees will be made aware of any potential changes which may affect their working arrangements.

An employee may also request to return to their post on reduced hours or on a job share basis. Every consideration will be given to flexible working arrangements and support facilities subject to service delivery needs. Director / manager should be aware that a refusal to allow a job share following a return from maternity leave may result in a claim of indirect sexual discrimination.

In any of the above situations, the position, location, terms and conditions of the alternative post should be no less favourable than prior to maternity leave.

4.2 Failure to Return

An employee may postpone her return to work after the end of maternity leave through sickness for up to 7 days by self-certification. A medical certificate will be needed thereafter.

4.3 Protection against Detriment or Dismissal

Any dismissal or selection for redundancy relating to a pregnancy is automatically unfair.

It is unlawful for an employee to suffer detrimental treatment at work

throughout pregnancy, i.e., from notification to the end of the leave period. Any employee dismissed during pregnancy, or on maternity leave, will be entitled to receive written reasons for dismissal.

4.4 Stillbirth or Death of the Child

If the baby dies or is stillborn after 24 weeks of pregnancy, the provisions of the relevant maternity scheme will apply.

Where this occurs before 24 weeks, Director may grant leave according to the nursery's policy, e.g. compassionate or bereavement leave.

4.5 Keeping in Touch Days (KIT Days)

Where employees and employers agree, a woman on maternity leave can go into work for up to 10 days without losing her right to maternity leave or a week's statutory pay.

Payment should be made based on the existing rate of pay or offset against Statutory or Occupational Maternity Pay as appropriate.

Any work undertaken during an employee's maternity leave period will count as a whole KIT day. Up to 10 days maximum; if a woman works more than 10 KIT days they are deemed to have returned to work and therefore lose their right to SMP for any week in which they have worked under their contract.

5. GUIDANCE FOR EXPECTANT PARENTS

5.1 Paternity Leave

Paternity Leave is a statutory entitlement available to individuals who have a parenting responsibility for a child. It does not require biological paternity and may be taken by an individual nominated by the mother to assist in the care of the child and provide support at or around the time of the birth. Employees may take either one or two weeks' leave. If two weeks are taken, they must be consecutive weeks.

6. REVIEW

The director, in conjunction with the relevant parties, will review this policy on a regular basis in accordance with legislative developments and the need for good practice.

7. GENERAL

This policy is to be read cross referenced with all LAU and service delivery policies.

Signed: Jacob Opoku-Manu

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Mobile phone policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the use of mobile phones within for staff,

This document was last reviewed in July 2021

	students, or volunteers.
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Mobile Phone policy

LAU Mobile Phone Policy is part of the children services ICT policy and relates to other policies including our confidentiality policy.

It is also related to all subject policies in which ICT may form a part. The term mobile phone also refers to any other personal mobile device.

The Purpose and Importance of Mobile Phone Policy and the Assessment of Risk

The nursery recognises that staff and other stakeholders may need to have access to mobile phones on site during the working day.

However, there have been several queries raised within the local authority and nationally regarding the use of mobile phones and other devices in nursery settings.

The concerns are mainly based around these issues:

- Staff being distracted from their work with children
- The use of mobile phones around children
- The inappropriate use of mobile phones

Ensuring the Safe and Appropriate Use of Mobile Phones

The nursery allows staff to bring in mobile phones for their own personal use under the following guidance.

- Mobile phones are not to be turned on during your working hours
- Mobile phones can only be used on a designated break and then this must be away from the children

- Mobile phones should be stored safely in staff lockers at all times during the hours of your working day and management will monitor this by conducting regular spot checks.
- Staff must only use mobile phones in the case of emergencies away from the children when on outings/trips.

However, staff must ensure that there is no inappropriate or illegal content on the device. Mobile phone technology may not be used to take photographs any where within the nursery grounds or on outings.

There are digital cameras available within the nursery and these are to be used to record visual information within the consent criteria guidelines of the local authority and nursery.

Members of staff may only contact a parent/carer on school approved mobile phones. When children undertake a nursery trip or nursery journey, mobile phone use by adult leaders should be limited to contact with the nursery office or the venues being visited, except in emergencies and then only by school approved telephones.

The exception to these is when a line manager or other member of staff needs to pass on information quickly to a nursery employee who is also a parent and no landline is available, for example when the nursery is closed due to adverse weather conditions.

Learners should not use mobile phones within the nursery grounds. Mobile phones for learners are not permitted on nursery trips.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Nutrition Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager

APPROVING BODY	Director
PURPOSE	The purpose of this policy is to promote healthy eating within the nursery environment

Nursery Nutrition Policy

Introduction

LAU Nursery cater daily for children aged from 3 months - 5 years. The food is prepared by Zebedees. The children's backgrounds reflect the diverse local community and LAU incorporates this into our menus. A well-balanced diet is important for good health. It can help maintain a healthy body weight and enhance general well being. Therefore, it is important to provide healthy food choices to help children eat well.

Our aim

- Promote positive attitudes to healthy eating and access to healthy options
- Provide healthy, varied, and nutritious meals and snacks for all children
- Involve Parents/Carers in the planning process of menus
- Display weekly menu in advance
- Obtain information to accommodate the special dietary, religious needs, or preference of the child in consultation with Parents/Carers
- Provide full fat milk to babies and semi skimmed milk to over 2s
- Inform Parents/Carers if their child is not eating well
- Organise mealtimes - staff sit with children while they eat to promote positive role models for healthy eating as well as encouraging children to eat
- Encourage independence such as choices or self service
- Awareness to children that drinking water is always available

Provision of food and mealtimes

- Healthy eating displayed in the nursery environment
- Provide suitable utensils, plates, cups, and bottles (age appropriate)

This document was last reviewed in July 2021

- Breakfast is provided. Parents/Carers are asked on arrival if their children would like breakfast
- All meats are Halal.
- The children are given a choice of vegetarian or non vegetarian foods
- Meals reflect the diverse community and staff encourage children to try new foods by being positive role models and giving praise in success
- Children with food allergies are catered for and are monitored very closely at mealtimes. Dietary requirements are displayed in the nursery rooms for staff information.
- Children aged 2-5 are encouraged to serve themselves and to eat age-appropriate portion sizes
- Servings are supervised by practitioners and the children are encouraged to have the correct proportions from each food group
- Children are observed at mealtimes - if they are eating too little, LAU will work in partnership with Parents/Carers.

Curriculum

Mealtimes are a personal, social, and emotional time for the children; the children sit with their peers and are encouraged to have conversations.

The children will grow seasonal foods including carrots, cress and strawberries depending on nursery facilities. Children will observe the life cycle of the seasonal food and use them in cooking activities. The children will also explore herbs and spices with their senses developing language, communication, reading, writing, personal, social, and emotional wellbeing

Children have access to outdoor play in all weathers and are encouraged to manoeuvre in different styles promoting active play.

Parents

- Menus are displayed for Parents/Carers
- Encourage healthy eating and support children who are particular when eating.
- The nursery discourages parents/ carers bringing in food from home as we are unable to re-heat food due to health and safety regulations.

Please help us to maintain our healthy eating status by not bringing sweets, fizzy drinks etc to the nursery. The nursery will celebrate special occasions, for example celebrating festivals/events and will encourage healthy eating and provide a range of healthy and cultural foods limiting unhealthy food choices. Parents/Carers can bring in healthy food for special occasions. An imitation cake will be provided by the nursery for birthday celebrations

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Nappy changing procedure
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager

APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure when changing a child's nappy.

Nappy Changing Procedure

When changing a child's nappy, the following procedure must be followed:

Ensure the nappy changing area is cleaned with an antibacterial spray and clear for the child to be changed.

Gloves and aprons must be worn

Gloves must be changed after changing every nappy.

Ensure you have all the child's changing items prior to being changed.

A child should not be left lying on a changing mat unattended at any time.

Place the child on the changing mat offering them a chosen toy from the selection box for their enjoyment.

Engage children in interaction for example, singing songs and rhymes during changing times.

Remove the child's lower clothing and shoes where necessary

Unfasten the nappy.

Clean the child using cotton wool and warm water or baby wipes and apply any barrier cream that may have been requested by the parent

Place the used nappy in a nappy bag

Put the new nappy on the child and put their lower clothes back on.

Bring the child down from the changing area and return them to their home room.

Clean the changing area with antibacterial spray.

Dispose of the nappy bag in the nappy bins.

Ensure nappies are changed as and when needed and not part of the daily routine.

Where possible the nappy should be changed by the child's key person.

Nappies for children over the age of 3 should be strongly discouraged and nappy training should be encouraged.

Nappy changing charts need to be filled immediately after and nappy rashes should be recorded to inform parents.

Nappies must be changed by a LAU member of staff who has a current enhanced DBS.

All photos taken by the nursery must protect children's privacy. This means no photos to be taken at toileting time, potty training, nappy changing and changing clothes.

Please remember that the nappy changing should be an enjoyable experience for both child and practitioner, use the time to interact with the child, talk about the experience and have fun!

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Physical Contact & Closeness Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the balance for developing happy and secure relationships between children and practitioners.

Nursery Physical Contact & Closeness Policy

At LAU Nursery we encourage the Staff and Children to develop happy secure relationships through play.

Positive personal relationships are developed between adults and children in a variety of ways.

- Through physical contact, such as holding children's hands.
- Holding children gently to reassure them.
- Cuddling children to express delight/distress in their behaviours if child wants to be cuddled.
- Tickling children to gain attention to respond to their attempts at communication.
- Laugh with children when they show excitement, discovery and pleasure in the world around them.
- Smile and explore other expressions with the children.
- Giving comfort to children when they are upset or need support to achieve a goal by allowing them to sit on our laps.
- To talk about things that makes both staff and children happy or sad.

As practitioners we believe that it is imperative to address the need to strike a balance between responding to the physical contact children need, whilst remaining alert to the possibility of contact that is not focussed on children's needs.

The importance of vigilance in protecting children from abusive physical contact has led to some nurseries developing very strict guidelines regarding physical contact in order to protect both staff and children. However, this could lead unwittingly to the neglect of children's needs through the lack of appropriate physical holding and comforting.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery No smoking policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure for a no smoking work place.

No Smoking policy

The Smoke Free Premises Regulations came into force in 2007. Anyone who breaches the law could face heavy penalties. LAU will take reasonable steps to ensure that staff & visitors are aware of the new law and do not smoke in buildings.

For the safety and comfort of everyone, LAU operates a no smoking policy on its premises (including all rooms and offices, car parks, gardens, and vehicle).

Anyone wishing to smoke must do so off LAU premises. However, individuals will be discouraged from smoking in the front of the building as this is unwelcoming to non-smokers especially visitors and parents picking up their children and causes a health and safety hazard by blocking entrance and exit routes.

If staff wishes to smoke whilst in their staff uniforms, then these must be removed before hand. Staff must ensure hands are washed thoroughly.

Any staff member who is smoking in their lunch break must wash their hands, freshen their breath and ensure the smell is eliminated before they come back on shift.

Anyone caught smoking on LAU premises will be subject to disciplinary action.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Outing Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (5) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event of an outdoor visit.

Outing Policy

LAU nursery will take children on short/day outings as part of their learning experience. The safety of the child will be considered at all times.

The following procedures must be followed: -

A consent form must be completed for day visits. Consent for short trips will have been approved at time of registration.

A **risk assessment** must be completed for new ventures outside the nursery, including local visits. Ratios agreed on risk assessment completion must be adhered to.

Transport used such as coaches by the nursery on outings must have appropriate insurance, documents and is fitted with a seat belt, booster seat etc. that meet Health and Safety requirements.

Passengers must not exceed the seating capacity.

A qualified first aid person and a first aid kit must accompany all outings. A child must never be left unattended in a vehicle.

Each child must wear a high visibility vest and badge that has a Nursery contact details in the event that they get lost.

All staff must wear a high visibility vest when on outings/trips.

Manager/ senior person must carry a mobile phone with them throughout the outing in the event of an emergency.

The senior person on the outing will carry a list of all the children's offsite contact details form in an event of an emergency.

Staff must only use mobile phones in the case of emergencies away from the children when on outings/trips. This will be noted in the risk assessment.

A nursery camera will be taken on the outing to capture special moments. (Please refer to camera policy). Staff at the nursery need to have itinerary of the visit and must be in contact with the nursery at all times. Parents are encouraged to accompany their children on outings to support their children's learning.

If a child gets separated from the group and cannot be found the following steps will be carried out in conjunction with lost child off site policy: (in accordance to lost child off site policy)

Staff must always ensure the safety of children.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Parental Involvement Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the importance of parental involvement within the nursery and for the developmental of the child.

Parental involvement

LAU nursery understands the importance that parents play as the primary carers in their children's lives. It is imperative that parent and carers are welcomed and involved in all aspects of the nurseries routine such as coming in the nursery and helping/leading on sessions. LAU nursery is always open to any new suggestions on how we can improve our services this can be done through suggestion boxes, open door policy, parent groups and parent representatives.

Parents of children under two receive daily feedback for the child informing the parent of how their child's day has been. We aim to provide all parents verbal feedback to inform them and discuss how their child's day has been however this may not always be possible.

A notice board is displayed in the nursery and parents are updated on any new information, this is achieved through letters, newsletters or verbally. We invite parents to come in and take part in activities/trips with the children and hold food tasting evenings for parents to try our new menus.

Questionnaires are issued to parents on a regular basis, this helps the nursery continue to improve and maintain a good standard of childcare. This also helps provide a good parent/partner relationship.

We hold 3 parent's evenings a year, and this is an opportunity within the nursery academic year for parent/carersto discuss each child's individual learning and development stages with their key persons.

The nursery encourages parents/ carers to support activities at the nurseries and attend outings to develop partnerships.

Parents are provided with all information from OFSTED, a copy of the nursery OFSTED report in on display for parents/ carers information.

Parents are also given the opportunity to talk to staff in a private room to discuss any concerns or issues they may have.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Play & Outdoor Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to how children play within the nursery setting

Play and Outdoor

LAU understands and values the importance of play in the Holistic Development of young children as they learn about the world in which they live.

Aims

LAU aims to provide a sanctuary in which the children can play in a safe and secure environment, with practitioners who support and progress their learning. Opportunities will be made for the children to make choices for themselves and to experience spontaneous, unplanned activities, such as snow or the arrival of a fire engine. We understand and implement the Early Years Foundation Stage. The documentation for this is within the nursery and is available to parents on request. The Early Years advisory teachers for London Borough of Newham help and support the nurseries in providing stimulating activities to support the children's learning using the Early Years Foundation Stage framework.

Management

The Nursery Manager has the overall responsibility to ensure that children are allowed to play and learn the following skills whilst enjoying themselves:

Exploring, Investigating,
Discovering, Creating, Practicing ,
Rehearsing
Repeating, Revising, consolidating knowledge already gained
Sustained and shared thinking & Independence

The Environment- The nurseries have space for children to explore and play in. We have displays, which are changed regularly, plans that are adapted to follow planning and new topics. The garden is used extensively as an outside classroom, and activities are reflected outdoors. We have an inventory of resources, which we will review regularly and consider the number of toys and play facilities the nurseries have.

The Resources- The staffs are creative and use household materials to enhance learning of self-discovery, curiosity, interest, and many other learning objectives that are set out in the Foundation Stage curriculum. These can include:

Jelly, Corn flour, Water Play, Rice and Pasta
Cooking Resources
Natural materials for the treasure basket
Mud kitchens

Evidence of learning- Each child has a progress folder with his/her observations, work and photographic evidence, which are updated regularly. Parents are encouraged to contribute to their child's folders. This will allow staff to know what a child can do, and what skills s/he needs support with. The files also demonstrate what learning objectives have been on offer and allow key persons to plan effectively for the needs of their children. Each child will have a tracking record which will enable staff to track where the child's learning is according to their age and stage of development. This policy is reflective of the key person information cited from the Early Years Foundation Stage.

Early Years Foundation Stage

The areas of learning and development

There are seven areas of learning and development that must shape educational programs in our nurseries. All areas of learning and development are important and inter-connected. Three areas are particularly crucial

This document was last reviewed in July 2021

for igniting children's curiosity and enthusiasm for learning, and for building their capacity to learn, form relationships and thrive. These three areas, the prime areas, are:

communication and language;
physical development; and
personal, social and emotional development.

Over three years old children also use four specific areas, through which the three prime areas are strengthened and applied. The specific areas are:

literacy;
mathematics
;
understanding the world; and
Expressive arts and design.

Characteristics of effective learning

In planning and guiding children's activities, practitioners must reflect on the different ways that children learn and reflect these in their practice. Three characteristics of effective teaching and learning are:

playing and exploring - children investigate and experience things, and 'have a go';
active learning - children concentrate and keep on trying if they encounter difficulties, and enjoy achievements; and
creating and thinking critically - children have and develop their own ideas, make links between ideas, and develop strategies for doing things.

Outdoor Play

Outdoor play is an important aspect of children's routine at the nursery. Children can develop a range of skills during their play outdoors.

All points must be considered when supervising children's time outdoors.

Staff must conduct safety checks before each session to make sure that the outdoor environment is safe for children.

A risk assessment must be completed on new equipment before they are used.

Unless the weather is really unfit, children must be given the opportunity to freely move between indoor and outdoor to explore all available activities.

Staff must note that in summer we limit the time that the children are outside, and we ask that parent bring their child/ren in with a hat and provide sun-cream. In winter we ask that children have warm clothing suitable for outside play.

Staff must be in appropriate ratio to the children and must be vigilant at all times, using the opportunity to play with the children.

All outdoor activities must be an extension of indoor activities this is through the weekly planning which is displayed.

We have appropriate outdoor clothing available for children including raincoats. Parents/ carers are encouraged to bring in appropriate winter clothing including wellingtons, umbrellas, and raincoats to enable children to access outdoors in all weathers.

Staff must provide water for the children at all times

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	LAU Privacy Notice - Nursery
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2021
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this privacy notice is to inform you what to expect when LAU collects personal information.

LAU Privacy Notice - Nursery

Overview

LAU is registered as a Data Controller for the purposes of the Data Protection Act and from 25 May 2018, the General Data Protection Regulation and is committed to protecting your personal information and being transparent about what information we hold about you, how we use it and who we share it with.

Data Protection Register Registration

Number: ZB177946

Data Controller: Little Angels Uni Limited

Centre Address: 125 Roman Road, Benthall Green E2 0QN

Further details regarding registration are available via <http://www.ico.org.uk>

This privacy notice informs you what to expect when LAU collects personal information.

Why we collect personal information

LAU collects and processes personal data relating to its children and parents to effectively manage their learning and to meet its statutory obligations to keep them safe and provide opportunities for personal development.

How we collect your information

We may collect your personal information in a number of ways, for example:

from the information you provide to us when you express your interest to start a place with LAU nursery,

when you communicate with us by telephone, email or via our website;

in various other ways as you interact with us during your time with LAU nursery

from third parties, for example from your previous or current nursery, local authority or other.

The types of information we collect

We may collect the following types of personal data about you:

your and child's name, and contact information such as address, email address and telephone number, as well as your date of birth, national insurance number (or other tax identification number) and your passport number or national identity card details,

sensitive personal data and information about criminal convictions and offences, including:

information concerning your health and medical conditions (e.g. disability and dietary needs);

information about your racial or ethnic origin; religion or similar beliefs; and sexual orientation.

Results of internal assessments and externally set goals

Children's records

Characteristics, such as ethnic background, eligibility for free school meals, or special educational needs

Details of any medical conditions, including physical and mental health

Attendance information

Safeguarding information

o Details of any support received, including care packages, plans and support providers

Photographs

CCTV images captured in our premises

How we use your information

The purposes for which we may use personal information (including sensitive personal information) we collect during a child/parent's association with us include:

Support child's learning

Monitor and report on child's progress

Protect child's welfare

Assess the quality of our services
Administer a waiting list
Carry out research
Comply with the law regarding data sharing
Carrying out audits (e.g. to ensure compliance with our regulatory and legal obligations);
Dealing with complaints and enquiries.

The legal basis for processing your information

We process your personal data as part of our public interest task of providing an education to your child and to meet our statutory obligations as a childcare setting. In this respect, we use your personal data for the following:

to interact with you before child is enrolled, as part of the admissions process;
once child is enrolled, to provide you with the services as set out in agreement;
to deal with any concerns or feedback you may have;
for any other purpose for which you provide us with your personal data.
to monitor and evaluate the performance and effectiveness of the nursery, including by training our staff or monitoring their performance;
to maintain and improve the academic and corporate management of the nursery;
to promote equality, diversity and inclusion and safeguarding throughout the nursery;
to seek advice on our rights and obligations, such as where we require our own legal advice;
recovering money you owe to us;
for fundraising purposes.

We may also process your personal data for our compliance with our legal obligations. In this respect, we may use your personal data for the following:

to meet our compliance and regulatory obligations to Government agencies, compliance with anti-money laundering laws and safeguarding requirements;
for the prevention and detection of crime;
in order to assist with investigations (including criminal investigations) carried out by the police and other competent authorities.

We may also process your personal data where:

it is necessary for medical purposes (e.g. medical diagnosis, provision of health or social care or treatment, or a contract with a health professional);
it is necessary to protect your or another person's vital interests; or
we have your specific or, where necessary, explicit consent to do so.

Sharing information with others

For the purposes referred to in this privacy notice and relying on the bases for processing as set out above, we may share your personal data with staff internally and certain third parties.

You are given the opportunity to opt out of some of these data sharing arrangements, for example when you register with us, but you should carefully consider the possible impact of doing this. Unless an opt-out is in place, we may disclose limited personal data to a variety of recipients including but not limited to: our employees, agents and contractors where there is a legitimate reason for their receiving the information, including:

third parties who work with us to provide children support services;
third parties who are contracted to provide IT services for us;
internal and external auditors.
those with an interest in tracking children progress and attendance, including:
child's funding
professional and regulatory bodies - Ofsted.
government departments and agencies where we have a statutory obligation to provide information, Local Authority.
parents, guardians, and next-of-kin (where there is a legitimate reason for disclosure);
third parties conducting surveys.

Staff must always consider the safety and welfare of a child or young person when making decisions on whether to share information about them. Where there is concern that the child may be suffering or is at risk of suffering significant harm, the child's safety and welfare must be the overriding consideration. Staff should, where possible, respect the wishes of children, young persons or families who do not consent to share confidential information. Staff should seek advice where they are in doubt, especially where the doubt relates to a concern about possible significant harm to a child or serious harm to others.

Staff should ensure that the information they share is accurate and up-to date, necessary for the purpose, shared only with those people who need to see it, and shared securely.

Confidentiality must be applied at all times by members of staff (including students and volunteers) unless to do so would cause harm or endanger the child or staff member.

If any member or staff/student or volunteer, is approached by anyone requesting disclosure of information in respect of the child/parent/carer, must report this to the nursery manager immediately.

Confidentiality should not be breached via social network sites any staff in breach of this could face disciplinary actions, which may include dismissal.

Children and staff records are kept in a locked filing cabinet in the nursery office.

Staffs are not permitted to discuss any aspect of nursery life outside the setting and visitors are unable to access any of the children's information.

Children's developmental files are accessible to parents in the child's room.

Any member of staff or student found breaching this policy may be liable to disciplinary action, which may include dismissal. All staff, whether permanent, temporary or contracted, including students, contractors and volunteers must ensure they comply with the requirements of this policy, including any procedures and guidelines which may be issued.

When visiting our Website

Cookies

On this website we use Google analytics to anonymously identify the device you are using in order to improve your experience of the site. Google analytics uses cookies to analyze our visitors' behaviour. A cookie is a small text file that is saved in your web browser. It allows our system to remember your device when you visit our website. No personal identifiable data is stored in the cookies. If you for some reason would like to prevent this website (or any other website) from setting cookies in your browser, you can do this in your browser settings.

Filling forms

When filling forms, the personal data you provide, will be handled according to this Privacy Notice. This also refers to when clicking boxes e.g. "Newsletter sign-up". We advise against filling any personal data in the field for the message.

Use of Personal Photo and Video Images

We often take photographs or films at events that we host, so that we can use them for marketing purposes. Images taken for official College use may be covered by the Data Protection Act 1998, so our policy is to advise students and visitors when and why their images are being taken at each event.

If you are attending one of our events (such as an Open Day) and you don't want your image to be used then you can simply opt out. Just let the photographer and a member of our staff know. That way we will instruct our photographer not to take any images of you. You are also advised to try to stay out of the shot, as you may appear in the background in error.

If you don't opt out then your image may be used (which could be a photograph or a moving film) in one or more of the following ways:

Prospectuses and other promotional materials

As part of an advert or advertisement feature (which includes possible use on outdoor media such as buses and billboards)

On our website, intranet, or the websites of our partners

On CDs or DVDs we distribute as part of a marketing campaign

Marketing

Where you have previously used nursery or commenced an application process with us before, then we will send you information about our nursery we provide on the basis of our legitimate business interests. In doing so, we will comply with the requirements of the "soft opt in" and offer you an opportunity to refuse marketing when your details are first collected and in subsequent messages (by way of an unsubscribe feature on marketing emails and text messages). Any other marketing activity we carry out not directly related to other services, will be on the basis of explicit consent.

Acceptable Use of Nursery Equipment

We keep an eye on how you use the nursery's equipment and computers and what websites you visit when you are browsing the internet at nursery. This is because we have legal obligations to protect you, and we also have a legitimate interest in making sure you are using our computer equipment correctly and that you are not looking at any inappropriate content.

If you want to browse the internet privately, you will need to use your own devices which are not linked to the LAU's network or internet connection.

How do we protect your information?

We have robust technical and organisational systems and policies in place to manage and protect your information. These measures include data encryption, restricted access rights to personal information and up to date security software to ensure confidentiality and to guard against unauthorised access, unlawful processing, accidental loss, damage, and destruction.

How long do we keep your personal information?

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Transferring information outside of Europe

We do make use of suppliers who will store and process personal data outside of Europe. However, we have a third-party processing agreement in place with each of these suppliers compliant with current data protection regulations.

Changes to your personal information

Please tell us promptly about any changes to the information we hold about you. This is particularly important for your contact details. You can do this by contacting a member of the Admissions Team and completing a Change of Personal Details Form or by emailing info@littleangelsuni.org.uk

Your Rights

to require us to correct the personal data we hold about you if it is incorrect;

to require us to erase your personal data;

to require us to restrict our data processing activities (and, where our processing is based on your consent, you may withdraw that consent, without affecting the lawfulness of our processing based on consent before its withdrawal);

to receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller;

to object, on grounds relating to your particular situation, to any of our particular processing activities where you feel this has a disproportionate impact on your rights.

Please note that the above rights are not absolute, and we may be entitled to refuse requests where exceptions apply.

Refusal to Provide Personal Information

If you have given your consent and you wish to withdraw it, please contact our Data Protection Officer using the contact details set out below. Please note that where our processing of your personal data relies on your consent and where you then withdraw that consent, we may not be able to provide all or some aspects of our services to you and/or it may affect the provision of those services to you.

Contact us

If you have any queries about this privacy notice or how we process your personal data, you can contact our Data Protection Officer by:

Email: info@littleangelsuni.org.uk

Telephone: +44 (0) 020 8519 8690

Post: The Data Protection Officer, LAU, 125 Roman Road, London E2 0QN

To request access to the personal data that we hold about you, you may contact our Data Protection Officer by using the contact details above or by contacting the Manager.

If you are not satisfied with how we are processing your personal data, you can make a complaint to the Information Commissioner.

You can find out more about your rights under data protection legislation from the Information Commissioner's Office website available at: www.ico.org.uk.

Changes to this Privacy Notice

We keep this Privacy Notice under regular review. Any changes we make to our Privacy Notice in the future will be notified to you by email.

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Safeguarding Children & Young People Policy & Procedures
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director and Designated Safeguarding Lead & Nursery Manager
APPROVING BODY	Director
PURPOSE	<p>The Safeguarding Children Policy and Procedure:</p> <ul style="list-style-type: none"> • states the responsibilities of the nursery in relation to child protection in response to the Children Act 1989, the Children Act 2004, the Education Act 2002 and 'Working Together to Safeguard Children' (HM Government 2010) and • Outlines clear procedures for safeguarding, protecting and promoting the welfare of children.

Safeguarding Children & Young People Policy & Procedures

Definitions

A child is defined as a young person under the age of 18 (Education Act 2002 section 175). The term child also includes those aged 18-20 who have been looked after by an authority from 16 or who have a learning disability (Children Act 2004).

The Government has defined the term 'safeguarding children' as:

'The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.'

Child protection is part of safeguarding and promoting welfare and it refers specifically to those children who are suffering, or at risk of suffering significant harm. The prime responsibility for child protection lies with the Local Authority Children & Young People services and the police. Under the Children Act 1989 and the Children Act 2004, local authorities have a duty to protect children from abuse and to establish co-operative partnership working arrangements to improve the well-being of children.

Key Principles

- It is the responsibility of all adults to safeguard and promote the welfare of children and young people.
- Adults who work with children and young people are responsible for their own conduct and should avoid conduct which may lead to any reasonable person questioning their motivation and intentions
- The protection of children is a shared agency responsibility
- The abuse of children is a clear infringement of human rights and in many cases may be a criminal offence.
- The same professional standards apply regardless of culture, disability, gender, language, racial origin, religious belief and/or sexual identity.

Statement of Policy

LITTLE ANGELS UNI recognises that members of staff, contractors and volunteers have a role in safeguarding the welfare of children (as defined by the Children Act 1989, the Children Act 2004 and the Education Act 2002).

LITTLE ANGELS UNI will establish and maintain policies and procedures to provide a safe environment for children. LITTLE ANGELS UNI will operate according to the procedures established by the Local Safeguarding Children Board.

The Designated Safeguarding Lead is nominated by the Director to co-ordinate and manage the procedures related to the protection of children and young people. The Designated Safeguarding Lead will co-ordinate the Legal and Protection group that includes Safeguarding Officers.

This policy applies to all provision for children, work placements, trips and visits. LITTLE ANGELS UNI will ensure that appropriate risk assessments will be undertaken before children and young people go on trips, visits or undertake work placements at any LITTLE ANGELS UNI site. LITTLE ANGELS UNI procedures, including advance approvals if required, will be followed in every case.

LITTLE ANGELS UNI will promote the well-being and safety of children and young people through the safeguarding action plan.

Types of abuse

The definition of child abuse is broad but includes:

Neglect: failure to keep a child from harm, failing to provide care including proper diet, hygiene, safety and emotional support.

Physical Abuse: intentionally hurting a child including, but not limited to, biting, shaking, throwing, poisoning, burning, bruising, kicking, hitting, scalding, drowning, suffocating, failing to protect from physical harm or administering medicines unnecessarily.

Emotional Abuse: persistent emotional ill treatment such as conveying that a child is worthless, unloved or inadequate. It may involve children feeling constantly frightened or in danger.

Sexual Abuse: forcing or enticing a child to be involved with sexual activities. Activities may be physical or they may involve non-physical activities such as looking at pornographic material and grooming. It can be committed by men, women and other children.

Abuse by a person in a position of trust: includes a professional or staff member encouraging and engaging in an inappropriate relationship with a child. The person in a position of trust may have behaved in a way that has harmed or may have harmed a child. They may have committed a criminal offence in relation to a child. They may have behaved towards children in a way that indicates they are unsuitable to work with children.

Bullying & Coercion: threatening a person that something will happen if they do not comply with a specific request. The willful, conscious desire to hurt, threaten or frighten someone else.

Forced Marriage: where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.

Domestic Abuse: any threatening behaviour, violence or abuse between adults who are or have been in a relationship, or between family members.

Fabricated and Induced Illness: a parent or carer fakes or causes the symptoms of illness in a child who is under their care.

Female Genital Mutilation: any procedure involving the partial or total removal of the external female genitalia or other injury to the female genital organs, whether for cultural or other reasons.

Breast Ironing: also known as breast flattening is the pounding and massaging of a pubescent girl's breasts using hard or heated objects, to try to make them stop developing or disappear.

Private Fostering: if a child of under age 16 (or under age 18 if disabled) stays for 28 days or more with someone who is not a close relative and the council is not notified by the child's parents.

Financial or material abuse: the misuse of a person's funds and assets; obtaining property and funds without his/her knowledge and full consent.

Self-neglect: self-neglect is a behavioural condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing, feeding, or tending appropriately to any medical conditions they have. More generally, any lack of self-care in terms of personal health, hygiene and living conditions can be referred to as self-neglect. Extreme self-neglect can be known as Diogenes syndrome

Forced labour: any work or services which children are forced to do against their will under the threat of some form of punishment

Debt bondage or bonded labour: when people borrow money they cannot repay and are required to work to pay off the debt, then losing control over the conditions of both their employment and the debt.

Human trafficking: involves transporting, recruiting or harbouring people for the purpose of exploitation, using violence, threats or coercion.

Child slavery: occurs when a child's labour is exploited for someone else's gain. It can include child trafficking, child soldiers, child marriage and child domestic slavery.

Exploitation: the deliberate maltreatment, manipulation or abuse of power and control over another person. It is taking advantage of another person or situation usually, but not always, for personal gain.

Extremism: views and actions that promote: 1) violence against others 2) hatred towards others 3) undermining the rights of others

Possible warning signs of extremism and radicalisation include:

- A drop in attendance or a person goes missing
- An identity crisis re: family tension, social, religious, rejection of civic life, acute marginalisation or sense of victimisation

Family, community or social factors include:

- Older sibling or family members involved in extremism
- Reasons to believe a someone may be a risk of being targeted
- Evidence of access to social media with extremist content

Evidence young people or adults are involved in extremism include:

- Interest in or use of extremist or hate crime terms
- Preaching extremist views
- Disseminating on/offline extremist material
- Actively recruiting for an extremist cause

LITTLE ANGELS UNI is clear that extremism and radicalisation should be viewed as safeguarding concerns. We value freedom of speech and the expression of beliefs. Children and adults have the right to speak freely and voice their opinions. However, we are clear that any manipulation or exploitation of the children and young people at LITTLE ANGELS UNI through the normalisation of extreme views that could leave them vulnerable to radicalisation will be responded to by the use of our safeguarding procedures and the involvement of our partner agencies. **It is the responsibility of LITTLE ANGELS UNI staff to report concerns no matter how minor the issue may seem.**

Responsibility

It is the responsibility of **all** LITTLE ANGELS UNI employees, volunteers and contractors to be familiar with the Safeguarding Children Policy and Procedure and to adhere to it at all times.

It is the responsibility of the Safeguarding Officers to ensure all safeguarding and child protection disclosures and concerns are referred in accordance with the Local Safeguarding Children Board, Local Authority Children and Young People Services and OFSTED procedures.

Designated Safeguarding Officers (DSO):

Mercy Iriabe, Designated Safeguarding Lead 02084727604

Deputies

Deputies are appointed for when the Designated Safeguarding Officer is on annual leave or off sick and deputise for the Designated Safeguarding Officer as required.

Deputy Safeguarding Officers:

Taiwo Oladele-Disu, Deputy Safeguarding Officer 02084727604

The Director

The Director of LITTLE ANGELS UNI has overall statutory responsibility. It is the Director's responsibility to ensure the delegation of this responsibility to LITTLE ANGELS UNI's Designated Safeguarding Lead

LITTLE ANGELS UNI's Management

LITTLE ANGELS UNI's management has the responsibility to ensure that LITTLE ANGELS UNI fulfils the requirements of Child Protection legislation via the approval of the Safeguarding Children Policy and Procedures.

Guidance for managing a safeguarding disclosure, allegation of abuse or concern

If a safeguarding disclosure is made or staff have a safeguarding related concern they should:

- Reassure the individual that they have done the right thing in making the disclosure
- Listen and do not make assumptions or ask leading questions
- Document the conversation using the individuals own words, on the internal referral form
- Do not promise confidentiality
- Record the date, time, individuals involved and any witnesses when recording a disclosure or concern
- Staff should not remove a child's clothing or examine to investigate a safeguarding concern
- Ensure the written record makes clear what is factual and separates any concerns formed from opinion, is legible, comprehensive, clear, factual and free from jargon and abbreviations
- Ensure that the individual is informed that the disclosure will be referred to a Designated Safeguarding Officer (DSO)
- Submit the internal referral form immediately to the DSL in an envelope marked 'Private and Confidential' or via email marked 'Private and Confidential' within 2 hours.
- Phone or speak to the DSL immediately to ensure that the email or envelope is received and opened within 2 hours of the disclosure.

The DSL role in referring a disclosure, allegation of abuse or concern

For Newham children, the DSL or Deputy will make a request for support or protection online at www.newham.gov.uk/mash and/or the DSO or Deputy will contact the Newham MASH team for advice on 0203 373 4600 or at MASH@newham.gcsx.gov.uk. If immediate action is required to protect a child the Emergency Duty Team will be contacted on 020 8552 9587 or the local police will be contacted on 0300 123 1212. The relevant Local Authority Safeguarding team and/or police will be contacted for children living outside of Newham. All Safeguarding referrals will be sent within 24 hours. The Director will be informed of all safeguarding referrals within 2 hours. LITTLE ANGELS UNI will seek permission from parents/carers of children under the age of 18 when making a request for support. Parents of children under the age of 18 will be notified when the DSL makes a Child Protection referral unless the DSO is concerned that notifying a parent/carer could put the child at risk of harm.

Regarding concerns about extremism and radicalisation, the DSL or Deputy will contact Ghaffar Hussain, the Prevent Lead for Newham at Ghaffar.hussain@newham.gov.uk or on 07813633250. If there is evidence that young people or adults are involved in extremism the DSO or Deputy will contact the Anti-terror hotline on 0800789321.

Allegations against staff

LITTLE ANGELS UNI will deal with allegations of child abuse by staff in accordance with the Disciplinary Policy and in conjunction with the Local Safeguarding Children Board. Allegations against staff will be reported as required in 'Child protection: Preventing Unsuitable People from Working with Children and Young Persons in the Education Service', Managing Allegations against people with children (NSPCC 2010) and the National Employers Organisations for School Teachers (NEOST) guidance. Any allegation or suspicion of abuse of a child or young person by a member of staff will be reported to the Director within 2 hours. The staff member may be suspended from duty whilst the investigation takes place. Where possible, staff will be transferred or given duties that do not involve contact with children whilst the investigation takes place. Decisions to suspend staff whilst an investigation takes place and to refer allegations to external agencies will be made by the Chief Executive. Staff allegations will be referred to the lead Local Authority Designated Officer (LADO), Nick Pratt, at nick.pratt@newham.gov.uk or 0203 3733803 by a Safeguarding Officer or Deputy. If immediate action is required to protect a child, this will be discussed with the LADO. Outside of 9am-5pm, the Emergency Duty Team (Tel. 0208 430 2000) or local Police (Met switchboard – 101 or in an emergency 999) will be contacted by the Safeguarding Officer or a Deputy.

Whistle-blowing

If an allegation is made against DSL, Designated Safeguarding Officer, Deputy Safeguarding Officer or the Director, it must be reported in accordance with the LITTLE ANGELS UNI Whistle-blowing policy.

Where an allegation against a member of staff has been made either to an employer, police or a Local Authority Safeguarding Children Board, Children and Young People services, the Designated Safeguarding Lead will liaise with the appropriate agencies. It is the responsibility of the DSL to inform the Local Authority Designated Officer and to follow the guidance and timescales detailed within "Working Together to Safeguard Children". If the DSL is the subject of the allegation, the Chief Executive will liaise with appropriate agencies. Every effort will be made to maintain confidentiality and guard against publicity while an allegation is being investigated and considered.

Multi-agency partnership

Effective safeguarding of children depends on effective joint working between agencies and information sharing across organisational boundaries. It is the responsibility of the DSL to liaise and follow-up with the agencies and to provide any additional information required.

Administrative arrangements and record keeping

Good record keeping is an important part of the accountability of professionals. All staff that have concerns about a child must record their concerns appropriately. This includes the completion of LITTLE ANGELS UNI's Internal Safeguarding Referral form. When completing a Safeguarding Referral form the information must provide a full and accurate instantaneous record of the events, any disclosure(s) and concerns. Additionally records must include any actions taken and the details of those to whom the disclosure or concern(s) were reported. All hard copy referral forms and records will be collated and archived by the DSL.

Education and Training

All staff inductions include training on safeguarding and child protection procedures. Annual training is provided for all staff on safeguarding and child protection, including Prevent training. The

DSL and Deputies are required to complete Level 3 safeguarding training and Mental Health Awareness training at least every two years.

Vetting and Barring

Vetting and barring aims to prevent harm to children by those who seek to work with them either as paid staff or volunteers. All staff and volunteers considered to be in a position that would require contact with children either in person, via telephone or the access of information, are subject to vetting and barring and are required to complete an enhanced DBS disclosure. Enhanced DBS checks for staff and volunteers are renewed every three years.

In accordance with current vetting and barring requirements, LITTLE ANGELS UNI has a duty to tell the Independent Safeguarding Authority (ISA) if a member of staff or a volunteer has been dismissed or removed because they have harmed a child (or there is a risk of harm), or if this would have been done if they had not left the organisation.

LITTLE ANGELS UNI will reserve the right to refuse admission to any person who may pose a risk to children or young people.

Confidentiality and Disclosure of Information

Disclosure of child information is lawfully permitted where there are child welfare investigations by the Local Safeguarding Children Board, Children and Young People Services, the police or other statutory partners. Information will be shared on a need to know basis.

Complaints

Any complaints or disputes related to the scope or implementation of this policy should be referred immediately to the Chief Executive and will be considered by the Board of Trustees. If the complaint/dispute is urgent, it will be dealt with by the Chair of the Board and the outcome will be reported to the full Board of Trustees. Any complaints or disputes about the scope and implementation of the Safeguarding Children and Young People Procedures should be sent to the Chief Executive and shall be dealt with by the Chief Executive.

Mobile phones

- All staff mobile phones should not be carried on the person or within the nursery rooms; they should be stored in staff lockers and turned on silent.
- The nursery main telephone number should be used as the main point of contact for staff in an emergency.
- The use of mobile phones being carried on a person or used in the nursery room will result in a disciplinary procedure.
- Staff phones will not be used to take photos of the children under any circumstances.

Cameras

- Permission for use of photographs/videos will be sought from the parent/carers at the time of nursery induction and signed confirmation will be required.
- Photographs taken will be used for nursery displays, publications etc.
- Only a child's own photograph will be used for individual child records/profiles, photographs including other children will not be used
- Photographs will at times be used for information, literature or nursery publicity.
- Video footage will sometimes be recorded e.g. to record progress, achievement or special events, or for promotional purposes, displays or training purposes

- There may be occasions when external agencies may wish to film the nursery or photograph the children for training purposes etc, e.g. Television Companies or Newham Early Years Advisory Team. Parents will receive adequate notice and permission will be sought.
- LITTLE ANGELS UNI whenever possible will give advanced notice of filming/photography however there may be occasions when this is not possible.
- Any external persons/agencies wishing to film the setting or photograph the children will be obliged to seek permission from the Director and follow the LITTLE ANGELS UNI's own strict procedures before permission will be considered.
- If parents do not wish for their child to be photographed or filmed for any of the above reasons then they must inform the setting.
- All photos taken by the nursery must protect children's privacy. This means no photos should be taken at toileting time, during potty training, nappy changing and when changing children's clothing.
- Photos of children must not be forwarded via emailed or sent via social media to staff or any other party
- Photos of children must be destroyed six months after the child has left the nursery.

Technology

- Staff and volunteers must use computers, laptops and tablets in accordance with the LITTLE ANGELS UNI's policy and Code of Conduct. LITTLE ANGELS UNI computer, laptops and tablets should not, under any circumstances, be used for personal reasons.

Use of a two-way radio transceiver (Walkie-talkie)

- Walkie-talkies must be carried at all times when in ratio, when staff are on breaks the device should remain in the room with colleagues to ensure safety of children and staff at all times. All devices should be returned to the office at the end of shift. This is to enable staff to respond more efficiently in an emergency or when calls need answering.
- Staff must respect the need for data protection, safeguarding and protect the confidentiality and privacy of the content of their communications.
- Full names of children or staff are never to be used or any other 'personally identifiable information' such as addresses and phone numbers etc.
- The walkie-talkie units are for brief communication, which may be backed up by face-to-face communication.
- Staff using this equipment should speak professionally and respect confidentiality. Be aware that the message could be overheard at either end.
- The walkie-talkie units are only to be used for professional use within the setting under no circumstances should they be used for personal conversations.
- Communication should be kept minimal and factual, in the case of an emergency it needs to be clearly communicated.
- Staff should ensure that all walkie-talkies are switched off and placed back on the charge unit in the office after each shift. Walkie-talkies that appear to be not working, Staff must report to the managers immediately.

Social Networks, such as Facebook, MSN, Twitter

- Social networks should be personal to the staff member. Staff should not comment on their work place, colleagues, parents or children from the nursery.
- There should never be photos of the nursery or the children who attend the nursery on a staff member's profile.

Sharing of personal details

- Staff should not provide children or young people with their personal phone numbers or home address details.
- Personal information and contact details of children and young people must only be shared as agreed with the parent and young person. Personal information and contact details will be shared in accordance with the LITTLE ANGELS UNI Data Protection policy.

Review

The Safeguarding Children and Young People Policy and Procedures will be reviewed annually as required by Department for Education guidance 'Safeguarding Children'. The policy will be published and made available upon request.

Supporting Documentation

The policy has been developed in line with current national guidance of good practice and legislation; specifically:

- Children's Act 1989
- Children's Act 2004
- The Victoria Climbié Inquiry (2003) report
- What to do if you're worried a child is being abused 2015
- Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the well-being of children 2018
- Keeping children safe in education – Statutory guidance for schools and colleges 2018
- Information sharing - Advice for practitioners providing safeguarding services to children, young people, parents and carers 2018
- Protection of Children's Act 1999
- Education Act 2002
- Education Act 2011
- Safeguarding Children in Education 2004
- Safeguarding Children (2005) report
- Safeguarding Children (2008) report
- London Child Protection procedure
- Newham Local Safeguarding Board policies and procedures
- Newham Local Safeguarding Board Action Plan
- Guidance for Safer Working Practice for Adults who work with Children and Young People DCSF 2009
- The Protection of Children in England: A progress report March 2009
- European Convention of Human Rights Act 1998
- Bichard report 2006
- Child protection: Safeguarding unsuitable people from working with children and young person's in the education services DfES 2002
- Safeguarding Children and Safer Recruitment in Education DCSF 2006
- Managing allegations against people with children (NSPCC 2010)
- The Education (Pupil Information) (England) Regulations 2005
- Dealing with Allegations of Abuse Against Teachers and Other Staff (DFE 2011)
- Prevent Duty Guidance for England and Wales 2015
- Counter-Terrorism and Security Act 2015
- Equality Act 2010

- UN Convention on the Rights of the Child
- Sexual Offences Act 2003
- The Adoption & Children Act 2002
- Serious Crime Act 2015
- General Data Protection Regulation 2018
- Statutory framework for the Early Years Foundation Stage 2017
- Working together to safeguard children 2018
- Children and Social Work Act 2017

Supporting LITTLE ANGELS UNI Procedures

Procedures and forms that should be used in conjunction with the safeguarding policy include:

- Internal Safeguarding Referral form (Appendix A)
- Looked After Children and Young Care Leavers Procedure (Appendix B)
- Role of the Designated Safeguarding Lead (Appendix G)

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director

Appendix A – Internal Safeguarding Referral Form

Use this form to make a request for support or protection if you are concerned about a child, young person, adult or staff member.

You can make a **request for support** if you think a child, young person, adult or staff member has needs which require multi-agency intervention, for example, persistent truanting, chronic/recurring health problems, or behaviour is harmful to self or others.

If you are worried that a child, young person or vulnerable adult is at risk of significant harm i.e. through abuse or neglect you should make a **request for protection**. You should inform the parents unless you have any reason to believe that this will endanger the child's safety.

The Designated Safeguarding Officer (DSO) or Deputy will refer your request to the Children's Triage Service, which will make a decision about what further action is needed, for example, support from the Early Intervention Team, or a child protection investigation.

If you are uncertain as to whether you should make a referral please speak to a DSO.

Part 1 (to be completed by the member of staff who has a concern or to whom the disclosure is made)

Part 1 must be completed immediately and passed to one of the Designated Safeguarding Officers

Reporting Person - your details (person making the referral):

Surname:

First Name:

Job Title:

Work Site:

Request Type – **Support** or **Protection** (please indicate)

Reason why you think the child is in need of support or protection:

.....

.....

.....

.....

.....

.....

Is the child aware of the request?

Yes or No

If no, reason why not:

Are the parents aware of the request?

Yes or No

If no, reason why not:

Person in need of support or protection details (Child/Learner/Adult):

Child (under 18) or Adult at risk (please delete one)

First Name:

Surname:

Other names used (middle names and nicknames):

DOB:

Language spoken at home:

Ethnicity:

Religion:

SEN or Disability:

Address:

Post Code:

Phone number(s):

If the person in need of support is under age 18, please complete the Parent/Carer details:

Parent/ Carer 1

Relationship to Child:

First Name:

Surname:

DOB:

Language spoken at home:

Is an interpreter required?

Address:

Post Code:

Phone number(s):

Do they have parental responsibility – Y/N

Ethnicity:

Religion:

Parent/Carer 2

Relationship to Child:

First Name:

Surname:

DOB:

Language spoken at home:

Is an interpreter required?

Address:

Post Code:

Phone number(s):

Do they have parental responsibility – Y/N

Ethnicity:

Religion:

What are your concerns about the child, young person, adult or family?

The child

General health Y/N

Physical development Y/N

Speech, language and communication Y/N

Social, emotional and behavioural development Y/N

Family and social relationships Y/N

Progress and achievement in learning Y/N

Attendance Y/N

Is the child at risk of exclusion? Y/N

Immunisation record Y/N

If you have answered yes to any of the above issues please explain why here:

The quality of parenting

Basic care, safety and protection Y/N

Emotional warmth and stability Y/N

Guidance, boundaries and stimulation Y/N

Parental engagement with services Y/N

If you have answered yes to any of the above issues please explain why here:

The family environment

Family relationships Y/N

Housing Y/N

Financial situation Y/N

Domestic violence Y/N

Immigration status Y/N

Offending behaviour within the family Y/N

Worklessness Y/N

Engagement with friends, neighbours and the wider community Y/N

If you have answered yes to any of the above issues please explain why here:

Does the child already have a social worker Y/N

List any support services currently used by the child or family:

Any additional information:

Signature of reporting person: _____

Date Signed: _____ Time Signed: _____

Contact number of reporting person: _____

Please submit this form with additional details if necessary (e.g. body map) within 2 hrs by email marked CONFIDENTIAL or by hand in an envelope marked to CONFIDENTIAL to a Designated Safeguarding Officer (DSO).

Please phone the DSO within 2 hrs to ensure that she has received your referral form.

Designated Safeguarding Officers (DSO):

Mercy Iriabe, Designated Safeguarding Officer 02084727604

Deputy Safeguarding Officers:

Taiwo Oladele-Disu, Deputy Safeguarding Officer 02084727604

If you are unable to contact a Designated Safeguarding Officer within 2 hrs to ensure that the referral form has been received, you should forward a copy of the form to the appropriate Deputy Safeguarding Officer.

In all cases, the original forms should be forwarded to the Designated Safeguarding Officer immediately.

Part 2 (to be completed by LITTLE ANGELS UNI' s Designated Safeguarding Officer or Deputy)

Referred for Support

Referred for Protection

Other

Reason

[Empty rectangular box for content]

Signed.....**Date**..... **Time**.....

All completed forms will be retained by the Designated Safeguarding Lead.

Appendix B - Looked After Children and Young Care Leavers Procedure

Aims of the procedure

- Ensure that all Looked After Children and Young Care Leavers have access to a broad and balanced curriculum
- Ensure that Looked After Children and Young Care Leavers take as full a part as possible in all LITTLE ANGELS UNI activities
- Ensure that foster carers and social workers of Looked After Children and Young Care Leavers are kept fully informed of the child's progress and attainment
- Ensure that Looked After Children and Young Care Leavers are involved, where practicable, in target setting and decisions affecting the child/young person's future training and education.

Definition

This policy refers to children who are looked after as defined by the Children Act 1989 & 2004. That is those young people who are under the age of 18 and are:

- The subject of an interim or full-time care or emergency protection order;
- Unaccompanied minors who are asylum seekers;
- Accommodated by a local authority with the agreement of their parent(s) or legal guardian;
- Compulsorily accommodated as a result of criminal proceedings

A large number of these children coming into care will have a history of physical, sexual or emotional abuse. Some may have suffered the death of a parent, or have parents who are unable to look after them properly because of illness. Others may have disabilities and many different needs. A very small number are in care because of criminal behaviour.

Children come into care by two main routes: because the parents have asked for this help or because the child/young person is in danger of being harmed.

- Under section 20 of the Children Act 1989: where parents have asked for help, because for some reason their child can no longer stay at home, suitable accommodation for the child will be provided. Parental responsibility remains with the parent/guardian.
- Under section 31 of the Children Act 1989: if the child is in danger of being harmed, a care order will be made by a court. The court will take all the circumstances into careful consideration before doing this. When a care order is made, children's services acquire parental responsibility and become a legal parent alongside the parent/guardian.

Between the ages of sixteen to eighteen a young person who has been looked after will be expected to begin the transition towards independent living to become a Young Care Leaver. They may remain with their foster carers or they may move into supported lodgings or into a bedsit or flat, depending on the provision available. From the age of sixteen, they will be supported by their Local Authority.

Care Plan

Each learner in care will have a Care Plan that will include a Personal Education Plan (PEP) that is developed jointly by the social worker and nominated staff. This will identify specific areas of concern and include achievable targets including:

- Attendance
- Achievement Record
- Behaviour
- Involvement in Enrichment/ weekend activities
- Special educational needs
- Development needs (short and long term development of skills, knowledge or subject areas and experiences)
- Long term plans
- Transition

Communication

LITTLE ANGELS UNI will work to engage carers, social workers and key workers of Looked After Children and keep them informed where relevant. A copy of all formal reports will be forwarded to the child's social worker in addition to the foster carer and, if appropriate, the parent/s.

LITTLE ANGELS UNI staff will raise any issues regarding behaviour and attendance quickly for a speedy resolution, involving the manager, key person, foster carer and/or social worker and other professionals as appropriate.

LITTLE ANGELS UNI will work with other agencies involved to co-ordinate review meetings, e.g. to have an annual review and a PEP meeting.

If there are significant changes in the young person's circumstances such as significant behaviour changes or there is a change of care placement or significant attendance issues, LITTLE ANGELS UNI will inform the child's foster carer and/or social worker of the changes or concerns.

Responsibilities

The Designated Safeguarding Lead (DSL) is responsible for ensuring Looked After Children receive the services and support they require. The DSL will be the point of contact for foster carers, social worker and other Local Authority professionals.

Copies of all Looked After Children reports will be held by the LDSO.

The DSL is responsible:

- To ensure that all staff, both teaching and non-teaching, are aware of the difficulties and educational disadvantage faced by children and young people 'in care' and understand the need for positive systems of support to overcome them;
- To act as an advocate for children and young people in care;
- To monitor systems for liaising with foster carers and social workers and the Local Authority;
- To ensure all relevant education and care information is available to LITTLE ANGELS UNI staff, foster carers and/or social workers, and any other professionals and that this information is kept up to date;
- To request relevant information from colleagues to support the planning for children in care especially at review meetings;
- To ensure relevant staff are informed of the educational targets within the PEP and are implementing these;
- To make all staff who are in contact with the child or young person aware that he/she is being looked after by the Local Authority.

Monitoring and Evaluation

The child/young person's needs and targets will be reviewed at each regular formal review meeting. The PEP will be updated, reviewed and shared with the child/young person, foster carer, social worker and/or any other professional working with the child/young person, at least annually and at the end of each study programme.

Key Contacts

Mercy Iriabe
Taiwo Oladele-Disu

Nursery Manager 0208 472 7604
Deputy Manager

Appendix C - Role of the Designated Safeguarding Lead

The Designated Safeguarding Lead will take **lead responsibility** for safeguarding with the support of the designated safeguarding officers.

The lead and designated officers will be given the time, training, funding, resources and support to provide advice and support to other staff on child welfare and safeguarding matters, to take part in strategy discussions and inter-agency meetings – and/or to support other staff to do so – and to contribute to the assessment of children. Whilst the activities of the designated safeguarding lead can be delegated to appropriately trained staff, the ultimate **lead responsibility** for safeguarding, as set out above, remains with the designated safeguarding lead; this **lead responsibility** should not be delegated.

Manage referrals

The Designated Safeguarding Lead is expected to:

- Adhere to the Safeguarding Children & Young People Policy & Procedures.
- Refer cases of suspected abuse to the local authority children's social care as required;
- Refer cases of allegations made against staff and volunteers to the Local Authority Designated Officer (LADO)
- Support staff who make referrals to local authority children's social care;
- Refer cases to the Channel programme where there is a radicalisation concern as required;
- Support staff who make referrals to the Channel programme;
- Refer cases where a person is dismissed or left due to risk/harm to a child to the Disclosure and Barring Service as required; and
- Refer cases where a crime may have been committed to the Police as required.

Work with others

The Designated Safeguarding Lead is expected to:

- liaise with the CEO to inform him or her of issues especially ongoing enquiries under section 47 of the Children Act 1989 and police investigations;
- as required, liaise with the "case manager" and the designated officer(s) at the local authority for safeguarding concerns (all cases which concern a staff member); and
- liaise with staff on matters of safety and safeguarding and when deciding whether to make a referral by liaising with relevant agencies. Act as a source of support, advice and expertise for staff.

Training

The Designated Safeguarding Lead and officers undergo training to provide knowledge and skills required to carry out the role. This training should be updated every year and in line with government updates.

The designated safeguarding lead and officers also undertake Prevent awareness training as part of their role.

In addition to the formal training set out above, their knowledge and skills should be refreshed (this might be via e-bulletins, meeting other designated safeguarding leads, or simply taking time to read

and digest safeguarding developments) at regular intervals, as required, but at least annually, to allow them to understand and keep up with any developments relevant to their role so they:

- understand the assessment process for providing early help and intervention, for example through locally agreed common and shared assessment processes such as early help assessments;
- have a working knowledge of how local authorities conduct a safeguarding case conference and a safeguarding and review conference and be able to attend and contribute to these effectively when required to do so;
- ensure each member of staff has access to and understands the organisations safeguarding policy and procedures, especially new and part time staff;
- are alert to the specific needs of children in need, those with special educational needs and young carers;
- are able to keep detailed, accurate, secure written records of concerns and referrals;
- understand and support the organisation with regards to the requirements of the Prevent duty and are able to provide advice and support to staff on protecting children from the risk of radicalisation;
- obtain access to resources and attend any relevant or refresher training courses; and
- encourage a culture of listening to children and taking account of their wishes and feelings, among all staff, in any measures the organisation may put in place to protect them.

Raise Awareness

The Designated Safeguarding Leads and officers should:

- ensure the organisation's safeguarding policies is known, understood and adhered to appropriately;
- ensure the organisation's safeguarding policy is reviewed annually (as a minimum) and the procedures and implementation are updated and reviewed regularly, and work with governing bodies or proprietors regarding this;
- ensure the safeguarding policy is available publicly and parents are aware of the fact that referrals about suspected abuse or neglect may be made and the role of the organisation in this; and
- link with the local LSCB to make sure staff are aware of training opportunities and the latest local policies on safeguarding.

Safeguarding file

Where children leave the organisation, ensure their safeguarding file is transferred to the new organisation as soon as possible. This should be transferred separately from the main registration file, ensuring secure transit and confirmation of receipt should be obtained. All copies of safeguarding records will be archived for twelve years.

Availability

The Designated Safeguarding Lead (or officers) should always be available (during organisation hours) for staff in the organisation to discuss any safeguarding concerns. Whilst generally speaking the Designated Safeguarding Lead (or officers) would be expected to be available in person.

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Settling in Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Nursery Manager & Director
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow when a new child starts the setting

Settling In

To help your child become familiar and feel secure in their new environment we have the following settling in policy.

- The parent/carer and child to attend at least three sessions before their child can start nursery.
- The Nursery will provide the parent/ carer with an "all about me book" to get to know the child and family better.
- A key person will be allocated for each child and their family once the child has started the nursery.
- Core forms will be completed during settling in.
- Your child's key person will on entry track your child's development and mark this on the online tracker so that we are able to track your child's progress.
- Your child's key person will complete 5 session observation on your child once they start.
- If the child is distressed the parents/carer needs to work in partnership with the nursery to ease the settling in process.
- All parent/carers will have an induction about the nursery. This will be carried out before the child starts, with a member of staff.
- Your child's key person will plan activities using the Early Years Foundation Stage Framework to support your child in to a smooth transition.
- The nursery is OFSTED regulated to ensure children who attend the nursery are receiving adequate care and Education. The OFSTED inspection report is on display. Please ask if you require a copy or alternatively you could obtain this from the OFSTED website- www.ofsted.gov.uk
- A personal profile record will be kept on the child's development. Children's profiles are available to enable parents/carers to access them on a daily basis and contribute.
- Appropriate measures will be taken for children with additional needs ensuring their settling in or transition meets their individual needs.
- Staff are available to discuss your child's day. Key person's will update you of your child's development and appointments can be arranged at your request or at parents evening.
- Children who have attended another nursery previously will be requested to bring the child's profile along to help smooth transition.
- Home visits can be arranged in cases where child is not settling or where the parent/carer requests this.

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Sickness & Attendance Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Nursery Manager & Director
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure in an event of a child being ill and whether they are able to bring their child to the nursery.

Sickness/Attendance

The health and well-being of the child is of paramount importance.

If your child has any infectious disease/ food allergies you must inform the nursery staff.

Due to the variety of childhood illnesses and minor operations that children sometimes encounter, we have sought advice from the local health centre, as to the recommended times that children need to be absent from the nursery, following certain illnesses or surgery.

These are: -

Your child must not attend the nursery for **48 hours** if he/she is on antibiotic

Illness	Recommended period to be kept away from nursery
Vomiting	48 hours free from vomiting. Nursery will contact a parent if a child has vomited twice whilst at nursery and ask the parent to take the child at home.
Measles	Two weeks
Diarrhoea	48 hours free from diarrhoea (if related to teething a doctor's note is required). Nursery will contact a parent if a child has 3 loose stools whilst at nursery and ask the parent to take the child home.
Temperature	Parent to be contacted/ discretion of line manager- For temperature above 38
Infectious Conjunctivitis	(soreness and discharge in the eye), is extremely contagious and needs antibiotic - Until soreness & weepy eyes is clear
Allergic Conjunctivitis	(eye itchy and red, no discharge) until treatment is instituted.
Whooping cough	*Until clinical recovery, (Three weeks)
German Measles (RUBELLA)	When rash disappeared. (PLEASE REMEMBER THIS ILLNESS IS DANGEROUS TO PREGNANT WOMEN)
Chicken Pox	When all scabs have dried off
Mumps	*Until clinical recovery, (Two weeks)
Meningitis	*Until clinical recovery and bacteriological examination is clear.
Scarlet Fever	*Until they have been on a course of antibiotics for at least five days.
Scabies	*Until adequate treatment instituted
Threadworm	Until adequate treatment instituted
Ringworm	Until adequate treatment instituted
Head Lice	Until treatment is established (The whole family must be treated to help prevent re-infestation).
Tonsils	Two weeks from date of hospital discharge
Adenoids	Two weeks from date of hospital discharge
Grommets	Three/four days, from date of discharge.
Swine Flu	*Seven days
Hand, Foot and Mouth	*Three to Five days, from date of discharge
Broken bones	Each case to be risk assessed and a care plan to be completed.

-- Clinical recovery needs a letter from G.P for confirmation of fit to return to nursery

Parents will be notified if there is a contagious illness occurring in the setting

If a child is poorly whilst at the nursery the child's parent/guardian will be contacted to collect the child immediately. 'Sending a child home' form will be completed at the nursery and signed upon collection of child. The nursery requires the parent/guardian to inform the setting of the child's illness as soon as possible. If necessary, we will contact the emergency contact person from the child's registration form to collect your child.

If you are travelling abroad where there have been reported outbreaks such as Ebola, Typhoid or Malaria please inform nursery management.

PLEASE INFORM US IF YOUR CHILD CONTRACTS ANY OF THE ABOVE CONDITIONS OR ANY OTHER ILLNESS/ DISEASE. CONTACT YOUR DOCTOR FOR FURTHER ADVICE. THE NURSERY MANAGER WILL RESERVE THE RIGHT TO REFUSE ANY CHILD BACK INTO THE NURSERY, UNTIL THEY ARE SATISFIED THAT THEY ARE NO LONGER INFECTIOUS.



Raising Expectations

POLICY TITLE	Nursery Sleep & Rest Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Nursery Manager & Director
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow when arranging rest time for children.

Sleep/Rest

At LAU we aim to ensure that all children have enough sleep to support their development and natural sleeping in a safe environment.

The safety of babies/toddlers sleeping is paramount.

All children will have the opportunity to have a sleep or rest according to their needs; this will be discussed at the induction. The following procedure should be implemented.

The designated and Safe Sleeping space should be:

- Well ventilated and room temperature monitored
- A relaxed atmosphere
- Babies are placed on their backs to sleep, if a baby rolled onto their tummy, you should turn them onto their back again. However, once a child can roll back to front and back again on their own, they can be left to find their own position.
- Supervised at all times- sleeping children need to be checked/monitored at every 15 minute intervals, look for the rise and fall of the chest and if the sleep position has changed.
- Staff should refrain from lying down alongside the child unless specific needs are required.
- As good practice, practitioners should monitor babies under six months or older babies during their first few weeks every five minutes, until we are familiar with the baby's sleeping pattern, in order to offer safety and reassurance to their families.
- Practitioners must adhere to No Smoking policy.

Before the child sleeps:

- Toileting needs to be carried out
- Nappies are checked and changed if necessary
- All staff to be aware of the individual child's sleeps requirements.

Every child should have:

- A safety approved cots or other suitable sleeping equipment, e.g., pods or mats that are compliant with British standard regulations.
- A bed with clean bottom sheet and blanket
- Heavy clothing and shoes removed
- Comforter if required
- Keeping all spaces around cots/beds clear from hanging objects, e.g., hanging cords, blinds, or drawstrings bags.
- Transfer any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest/sleep.

To prevent cross infection the following procedure must be followed:

- Mattress cleaned with anti-bacterial spray after every use
- Sheets and blankets to be washed everyday

- The space to be returned to it's original purpose

We gather information from parents/carers during induction/settling-in session on their child's sleeping routine when the child starts at the nursery. These are reviewed and updated as at when needed. If a baby has an unusual sleeping routine/position that we do not use in the nursery, e.g., baby sleeping on their tummy, we will explain our policy to the parents that we do not usually offer this, unless the baby's doctor has advised the parent of a medical condition/reason to do this. In which case we would ask the parent to sign to say they have requested we adopt to a position/pattern other than the one stated on our sleeping policy.

We recognise parents/carers' knowledge of their child with regards to sleep routines and will where possible, work together to ensure each child's individual sleep routine and wellbeing continues to be met.

However, practitioners will not force a child to sleep or keep them awake against his/her will. They will also not usually wake children from their sleep unless written permission is given and only when the child cooperates in a safe manner. Practitioners will discuss any changes in sleep pattern/routine with parents at the end of the day and share observations and information about their child's behaviour when they do not receive enough sleep.

Further information can be found at: www.lullabytrust.org.uk

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Special Educational Needs Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director Nursery Manager & Director
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify procedures for providing the best support for child with SEND

This document was last reviewed in July 2021

Special Educational Needs (SEN)

Special Educational Needs and Disability (SEND) Statement of Intent:

To work in partnership with parents and carers by providing the required information for a child with SEN. To provide resources and opportunities for children with SEND in a learning environment, whatever their individual needs are.

Aim

- To identify and plan for each child's individual learning requirements and to provide appropriate additional support for children with special educational needs in order to allow them to make the best possible progress.
- To provide full access and relevant education to children with SEND. The child's views should be taken into account to help develop the child's self-confidence and self-esteem.
- Children's SEN are generally thought of in the following four broad areas of need and support.

Communication and interaction

Children and young people with speech, language and communication needs (SLCN) have difficulty in communicating with others. This may be because they have difficulty saying what they want to, understanding what is being said to them or they do not understand or use social rules of communication. The profile for every child with SLCN is different and their needs may change *over* time. They may have difficulty with one, some or all of the different aspects of speech, language or social communication at different times of their lives.

Children and young people with ASD, including Asperger's Syndrome and Autism, are likely to have particular difficulties with social interaction. They may also experience difficulties with language, communication and imagination, which can impact on how they relate to others.

Cognition and learning

Support for learning difficulties may be required when children and young people learn at a slower pace than their peers, even with appropriate differentiation. Learning difficulties cover a wide range of needs, including moderate learning difficulties (MLD), severe learning difficulties (SLD), where children are likely to need support in all areas of the curriculum and associated difficulties with mobility and communication, through to profound and multiple learning difficulties (PMLD), where children are likely to have severe and complex learning difficulties as well as a physical disability or sensory impairment.

Specific learning difficulties (SpLD), affect one or more specific aspects of learning. This encompasses a range of conditions such as dyslexia, dyscalculia and dyspraxia.

Social, emotional and mental health difficulties

Children and young people may experience a wide range of social and emotional difficulties which manifest themselves in many ways. These may include becoming withdrawn or isolated, as well as displaying challenging, disruptive or disturbing behaviour. These behaviours may reflect underlying mental health difficulties such as anxiety or depression, self-harming, substance misuse, eating disorders or physical symptoms that are medically unexplained. Other children and young people may have disorders such as attention deficit disorder, attention deficit hyperactive disorder or attachment disorder.

Sensory and/or physical needs

Some children and young people require special educational provision because they have a disability which prevents or hinders them from making use of the educational facilities generally provided. These difficulties can be age related and may fluctuate over time. Many children and young people with vision impairment (VI), hearing impairment (HI) or a multi-sensory impairment (MSI) will require specialist support and/or equipment to access their learning, or rehabilitation support. Children and young people with an MSI have a combination of vision and hearing difficulties.

Some children and young people with a physical disability (PD) require additional ongoing support and equipment to access all the opportunities available to their peers.

Responsibility:

- To have an understanding of the Department for Special Education Needs and Disabilities Code of Practice 2015
- All members of staff are responsible for the providing services of children with SEND in the setting.
- Each nursery to have a dedicated SEND co-coordinator.
- To identify any particular learning difficulty and to develop a strategy to meet these needs.
- To maintain a positive partnership with the parents, by promoting an atmosphere of encouragement, acceptance and respect for achievements in which all children can thrive.
- For the setting to provide a broad and balanced curriculum and to adhere to the Early Years Foundation Stage, depending on the child's age and stage of development. Also considering the child's individual needs and abilities.

Assessment and record keeping

Children with SEND will have ongoing assessments and recording to help early identification of any special educational needs.

If an early year's practitioner believes that a child has special educational needs the following action will be taken;

-The early year's practitioner will gather information about the child and complete an initial assessment and develop an Individual Educational Plan (IEP) in partnership with the parents. We also use a developmental journal for each child to support their learning progress.

-Work in close partnership with the London Borough of Newham SEND team to support the nursery staff and give advice and guidance.

-Refer children to external support sessions including 'Ready, Steady Play' and 'Chatterbox' and Best Start in Life services

Sharing information with Parents

When a child starts at the nursery a member of staff will talk to the parent about their child and will use this information to complete a profile sheet. Any existing special educational needs, disabilities or health problems will be noted at this time.

The nursery will consult the child's parents/carer explaining that there is some cause for concern, ascertaining the parents/carer, views and giving them ideas of how they can help at home.

The nursery staff will provide support using resources and methods to meet the needs of the child. Notes will be kept to explain what has been tried and progress will be reviewed regularly.

Professionals involved with SEND

If the nursery staff believe more specialist assessment and support would benefit the child, the nursery will consult with the parent/carer and with their approval will contact appropriate outside educational or health agencies e.g. to ask for support such as LEA Educational Psychologists, Health visitors, Speech Therapist, Early Intervention Team, Support from local Children's Centre and anywhere needed.

Training offered by Setting

Staffs are sent to the training Centre for the relevant and appropriate training. SEND training

Specific or related courses

All practitioners have access to relevant training

Local Offer:

Available at: <https://www.newham.gov.uk/Pages/Services/What-is-the-local-offer.aspx>

The Local Offer is a guide to the services in Newham that are available for children and young people with special educational needs (SEN) and disabilities aged from birth to 25.

Complaints Procedure

If the parents are not happy with the provision made for their child they can;

- Speak to the child's key worker
- Arrange a meeting with the key worker and the setting's named SEND to express their concerns
- If they are still not happy then they arrange to meet with the manager.

LAU Nursery's SEND Officers:

Taiwo Oladele-Disu
Mercy Iriabe

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery staff code & conduct policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Directors
PURPOSE	The purpose of this policy is to specify the correct dress code for staff and to outline the correct code of conduct in regard to staff behaviour.

Staff Code & Conduct

Dress Code

- All staff members are provided with a uniform and are expected to wear these at all times during hours of work. This is a Navy Tunic provided by NEWTEC/ navy/black I-shirt during summer months. Staff will be expected to wear their own Navy/Blue trousers, knee length skirts, dark jeans, or leggings. Navy/Blue headscarf and dark comfortable shoes.
- Staff members are expected to wear a coat and suitable shoes for outdoor play and dress appropriately to prepare themselves for the seasons as a role model for the children.
- Watches can be worn but should be removed when preparing food and snacks.
- Jewellery should be kept to a minimum; big dress rings should not be worn.
- Nails should be kept clean, neat and kept no longer than just *above* the fingertip level. Acrylic nails are not acceptable.
- The only facial piercings which are acceptable are nose studs.
- Tattoos are acceptable but should not be offensive or inappropriate for children to see.
- Facial hair and beards should be kept neat and tidily groomed.
- Personal hygiene should be maintained at all times for health and safety and to prevent the spread of any infections.
- Long hair should be tied back at all times.
- Shoes must be low heeled walking shoes.
- Hijab pins must be secured at all times.
- Staff must dress professionally at all times.

Staff Conduct

- Staff members will not use offensive, abusive or inappropriate language at any time whilst on the premises of the nursery or Children Centre.
- Any incidences of inappropriate behaviour or language of any kind should be reported to the Manager.
- Any member of staff found to not be continuously meeting their job roles and responsibilities, may be subject to increased supervision meetings or disciplinary action.
- Staffs who are on any medication must make sure that this securely stored in their lockers and out of children's reach at all times.

Staff behaviour

- Staff will always treat a child with dignity and respect
- Staff must not smack a child or call them names.
- Staff do not use a "Naughty chair" or similar practices.
- Staff do not tell the child they are 'naughty'.
- Staff should not shout but use a firm tone when applicable.
- Never threaten a child with a punishment or a bribe.
- No physical/emotional/verbal abuse to be used.
- Try and always be positive, rather than negative.
- To follow reasonable requests from the management team
- Enjoy yourself, smile and be happy.
- Never talk about a child in front of (in hearing) of a child/parent/carer.
- Be able to accept constructive advice.
- Never be untruthful to a child
- Always be sensitive to the needs of a child.
- Respect a child/ parent or carer's right to maintain confidentiality.
- Support your colleagues at all times and remember that you are part of a team.
- Do not ask a child to keep any 'secrets'.
- Try to share your level of work/care to all the children i.e., a huddled group of workers will deliverless to a group, as opposed to the workers being distributed around the nursery.
- Discourage children from sitting on your lap unless support is needed. Children should be encouraged to be independent
- Always take time to communicate the consequences of unacceptable behaviour to a child, with the intention that they understand, and this modifies their behaviour.

- Remember you are a **role model**. All children will look up to you unless you let yourself down by words/action/deeds. I.e., shouting, raising your voice, sitting on furniture, swearing, losing your temper.
- Staffs are expected to adhere to and follow the terms and conditions of their contract and undertake all roles and responsibilities outlined in their job description.

NON COMPLIANCE WITH POLICY

Any breach of the policy will be discussed, and any actions required will be agreed on an individual basis. Issues will be dealt with under the Disciplinary Procedure.

Mobile phones

- Staff mobile phones should not be carried on the person or within the nursery rooms they should be stored in staffs' lockers and turned on silent.
- The main telephone number for the nursery should be used as the main point of contact for staff in an emergency.
- Mobile phones found to be carried on a member of staff, learners or volunteers used in the nursery room/Children Centre will result in a disciplinary procedure.
- Staff must only use mobile phones in the case of emergencies away from the children when on outings.

Social network, such as Facebook, MSN, Twitter

- Social networks should be personal to the staff member, staff should not comment on their work to colleagues, parents or children from the nursery/
- There should never be photos of the nursery or the children who attend the provisions on a staff member's profile.

Staff absences

In the event of staff being absent or an emergency which threatens staff ratios the following steps will be taken: -

- Staff must notify their direct line manager at least 2 hours before their shift starts to ensure ratios are maintained.
- Drawing on a pool of suitable staff by contacting Agency staff.
- Managing numbers of incoming children.
- If all avenues have been explored contacting parents to take children home will be the last resort at the discretion of the nursery manager.
- Continuous absence due to sickness will be monitored and reported to the HR department and Head of Service.
- A maximum of two weeks annual leave can only be authorised at one time. Any leave *over* two weeks has to be authorised by Head of commercial operations.
- Holidays are not allowed to be booked before annual leave authorisation.
- Staff must request for annual leave at least two weeks in advance not their booking.

When staff takes breaks, we will maintain overall required staffing ratios by:

- Re- grouping of children.
- Re-organising rooms and activities.
- Re-deploying other suitable staff.
- Making sure sufficient staff remains on premises.
- Staff taking breaks on premises may be called if necessary.

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Transition Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Managers
APPROVING BODY	Directors
PURPOSE	The purpose of this policy is to clarify procedures for children transitioning externally and internally

Transition

Children may move between several different settings in the course of a day, a week, a month or a year. Children's social, emotional and educational needs are central to any transition between one setting and another or within one setting. Some children and their parents will find transition times stressful while others will enjoy the experience. Effective communication between settings is key to ensuring that children's needs are met and there is continuity in their learning" DFES - Early Years Foundation Stage

Aims

At LAU we organise transitions around the needs of the child. We understand that we have a statutory duty to ensure continuity for children during periods of transition. We believe that smooth transitions support the personal, social and emotional development, learning and future success of every child. We want children to feel safe, stimulated and happy at LAU and to feel secure and comfortable with staff. We also want parents/carers to have confidence in both their children's well-being and their role as active partner. We aim to make LAU a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of children and their families.

Support for families and children during transition within the setting:

- Learning Journeys will move with children between key people and/or rooms.
- Transition forms are completed by the key person and passed on to the new key person.
- Parents are introduced to the new key person and given a guided tour of their child's new room and given an opportunity to discuss any anxieties they may have.
- Transition forms are completed by staff in the baby room, this information covers the three prime areas as well as their routine, diet etc. giving the new key person a starting point for their child.
- Key Person also takes responsibility for telling the parent or carer about events in the day that have been important for the child, which is an additional and highly valuable way of communicating information with parents.
- Setting managers monitor the effectiveness of daily or weekly communication between parents and child (And on a less frequent basis with different settings the child may be attending or additional support agencies for a child or families).
- We will continue to support children with additional needs
- Professionals who support individual children, such as Speech and Language Therapists, are able to do so in the setting where the child is more settled and confident.
- We work with parents as equal partners with, for example IEP's.

Procedure within setting

- The transition is only applicable when there is a vacancy for the child to transition in the next room.
- Transition times between rooms will start at least 1 week before children moves rooms or as per the child's needs.
- If children are not coping after a short amount of time trying with the transition times they can return to their room and try again the next day that they are in care.
- The child's learning journey needs to be given to the next room within 1 week of the child moving to the room.

All Practitioners are responsible for:

- Working collaboratively with practitioners/parents/guardians/other professionals to implement the transition program provided for the child.
- Reporting and discussing any concerns about the transition process regarding a child with other practitioners.
- Ensuring the Confidentiality Policy is complied with at all times.

The parents/guardians will:

- Share information about their child and their child's concerns about the transition process within the Nursery.
- Raise any issues/concerns they have about their child's participation in the transition program to the Practitioner or and the Manager.

Procedure for external nurseries or school

When children are making the transition between the nursery and another setting or school, we endeavour to make this a positive planned experience. In order to do this we:

- Try to find out as early as possible which children are planning to move, when this will occur and to which school they have applied to attend. We endeavour to share as much information as possible with other settings or carers, in the case when a child attends more than one setting. Parents are invited to be involved in this important process in order to achieve the best understanding of the child that we can.
- We invite teachers into the setting so that they may observe the children at play and discuss their learning needs and interests with the child's current key person.
- Ensure that all developmental records and Learning Journeys are given to the school before the child attends.
- Support the child in the nursery by discussing the transition to school, reading books about attending school and being aware of any concerns or anxieties the child may express about going to school.
- We try to encourage friendships between children who will be making the transition to the same school.
- We reassure parents/carers at all times that anxiety about going to school is quite common and can affect their normal behaviour. We support parents/carers in this important stage of their child's life.

Signed: Jacob Opoku-Manu

Date: 01/07/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Visits Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the procedure to follow in an event of an outdoor visit.

Nursery Visits Policy

LAU nursery will take children on short/day outings as part of their learning experience. The safety of the child will be always considered.

The following procedures must be followed: -

- A consent form must be completed for day visits. Consent for short trips will have been approved at time of registration.
- A **risk assessment** must be completed for new ventures outside the nursery, including local visits.
- Ratios agreed on risk assessment completion must be adhered to.
- Transport used such as coaches by the nursery on outings must have appropriate insurance, documents and is fitted with a seat belt, booster seat etc that meet health and Safety requirements.
- Passengers must not exceed the seating capacity.
- A qualified first aid person and a first aid kit must accompany all outings.
- A child must never be left unattended in a vehicle.
- Each child must wear a high visibility vest and badge that has a contact number in the event that they get lost.
- All staff must wear a high visibility vest when on outings/trips
- Manager/ senior person must carry a mobile phone with them throughout the outing in the event of an emergency.
- The senior person on the outing will carry a list of all the children's parent contact details in an event of an emergency
- Staff must only use mobile phones in the case of emergencies away from the children when on outings/trips. This will be noted in the risk assessment.
- A nursery camera will be taken on the outing to capture special moments. (Please refer to camera policy).
- Staff at the nursery need to have itinerary of the visit and must be in contact with the nursery at all times.
- Parents are encouraged to accompany their children on outings to support their children's learning.
- If a child gets separated from the group and cannot be found the following steps will be carried out in conjunction with lost child off site policy: (in accordance to lost child off site policy)

Staff must always ensure the safety of children.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Volunteer Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the terms on which volunteers carry out tasks for LAU. The policy does not constitute, either implicitly or explicitly, a binding contract of employment or a contract for services.

Volunteer Policy

1. Purpose of this Policy

The purpose of this policy is to clarify the terms on which volunteers carry out tasks for LAU. The policy does not constitute, either implicitly or explicitly, a binding contract of employment or a contract for services. LAU reserves the right to change any aspect of this policy at any time.

2. Definition of 'Volunteer'

A volunteer is someone who, without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of their volunteer duties, performs a task at the direction of and on behalf of LAU. Volunteers are not employees of LAU and do not work under a contract for services. They undertake to carry out specific tasks on behalf of LAU but are under no obligation to offer their services. Similarly, LAU is not obliged to offer them work.

While volunteers have no employment rights such as paid sickness and holidays, they are covered by the organisation's rules on health & safety, safeguarding and equal opportunities and should ensure that they adhere to all LAU policies and procedures.

3. Engaging a Volunteer

A request needs to be submitted by the Manager for any Volunteer. Volunteers are required to complete an application form which should be submitted to Human Resources.

4. Users and Relatives as Volunteers

Clients of LAU may be accepted as volunteers, where such service does not constitute an obstruction to, or conflict with, service provision to the users or to others. Relatives of clients may also serve as volunteers but will not be asked to carry out any work that impinges upon their relationship.

5. Service at the Discretion of LAU

LAU accepts the service of all volunteers with the understanding that such service is at its sole discretion. Volunteers agree that LAU may at any time, for whatever reason, stop offering them work.

If a volunteer wishes to stop accepting work from LAU, they should inform the relevant manager as soon as possible.

6. Conflicts of Interest

Any volunteer, who has a conflict of interest with any activity or programme of LAU, whether personal, philosophical, or financial, must declare this to their manager.

7. Representation of LAU

Prior to any action or statement that might significantly affect or obligate LAU; volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organisations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are not authorised to act as representatives of LAU unless this is explicitly stated in writing.

8. Confidentiality and the Data Protection Act 1998

LAU is registered under the Data Protection Act 1998. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while acting as a volunteer, whether this information involves a member of staff, a learner, volunteer, service users or other person, or involves the overall business of the organisation. Failure to maintain confidentiality will not be tolerated.

9. Dress Code

As representatives of LAU, volunteers, like staff, are responsible for presenting a good image to clients and to the community and must dress appropriately for the conditions and performance of

their duties.

10. Timesheets

Where appropriate, individual volunteers are responsible for the completion and timely submission of their timesheets. These are used simply to ensure that projects are managed efficiently and within budget.

11. Criminal Records Checks and ISA Registration

As appropriate for the protection of clients, volunteers in certain assignments will be asked to submit to a criminal record check in line with LAU's Safeguarding Policy and Procedure. Volunteers who do not agree to the background check may be refused the assignment.

12. Lines of Communication

a. Volunteers should be included in and have access to all appropriate information, memos, materials, and meetings relevant to the work assignments. Lines of communication should operate in both directions and should exist formally and informally. Volunteers should be consulted regarding all decisions that would substantially affect the performance of their duties.

b. Volunteers should endeavour to carry out all the support sessions they commit to, as irregular attendance has a negative impact to the services we provide. Should for any reason a Volunteer be unable to attend the Tutor / Supervisor must be given as much notice as possible.

13. Training

Volunteers will be inducted into LAU mandatory training which includes Safeguarding, Equality & Diversity and Health & Safety.

14. Conduct

Volunteers are expected to act at all times in accordance with LAU's Code of Conduct.

15. Reimbursement of Expenses

Volunteers are eligible for reimbursement of reasonable out-of-pocket expenses incurred while undertaking business for LAU and they are encouraged to claim their expenses in order to ensure that the true cost is reflected in project accounts. Prior approval must be sought for daily expenditure, which is greater than £5.00, and receipts must always be submitted in support of claims.

16. Insurance

Personal liability and accident insurance is provided for all volunteers engaged in LAU's business (excluding normal motor insurance). In respect of motor vehicle insurance cover, volunteers are responsible for consulting with their own insurers regarding the extension to include volunteer work. They may be required to produce evidence of this cover.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

Position: Director



Raising Expectations

POLICY TITLE	Nursery Whistleblowing Policy
REVIEW CYCLE	Annually
NEXT REVIEW DATE	31 st July 2022
PERSON (S) RESPONSIBLE	Director & Nursery Manager
APPROVING BODY	Director
PURPOSE	The purpose of this policy is to clarify the use of whistleblowing policy.

Whistleblowing Policy

This policy applies to all employees and applies equally to those designated as Bank Staff, temporary or work experience students. Who may from time to time think that they need to raise with someone in confidence certain issues relating to LAU. This enables all involved to raise concerns, rather than overlooking a problem.

As childcare provider it is our individual responsibility to maintain the welfare of both the children and staff.

It is our duty to express any concerns or issues to a senior member of staff as soon as we notice anything that could raise concern.

It is important to the early years setting that any concerns regarding safeguarding children, fraud, misconduct or wrongdoing by employees or people engaged in the organisation's business, is reported, and properly dealt with. LAU therefore encourages all individuals to raise any concerns that they may have about the conduct of others in LAU setting or the way in which LAU is run.

LAU recognises that effective and honest communication is essential if malpractice is to be effectively dealt with and the organisation's success ensured.

Making a disclosure in the public interest (whistleblowing) is essential for keeping children safe in LAU and to ensure good quality practice across the setting.

This policy is underpinned by the Public Interest Disclosure Act 1998, which encourages people to raise concerns about misconduct or malpractice in the workplace, in order to promote good governance and accountability in the public interest. The act covers behaviour that amounts to:

- A criminal offence
- Failure to comply with any legal obligation
- A miscarriage of justice
- Danger to health and safety of an individual and/or environment
- Bullying, humiliation, discrimination, poor practice, unsafe practice, abuse, or neglect
- Deliberate concealment of information about any of the above

LAU is committed to ensuring that all its activities are conducted ethically, honestly and to the highest possible standard of openness and accountability to protect and safeguard the needs of all staff, children, and their families. In line with that commitment, we aim to create an environment where concerns about any activity can be disclosed without the fear of detriment or dismissal.

Aim of the policy

- To encourage you to feel confident in raising concerns and to question and act upon concerns and practices.
- To provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- To reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.
- To ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.

When to use Whistleblowing policy

- When a criminal offence has been committed, is being committed or is likely to be committed.
- When a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject.
- When behaviour has or may have harmed and/or committed a criminal offence towards a child.
- When an adult's conduct towards a child indicates he/she is unsuitable to work with children, that a miscarriage of justice has occurred, is occurring or is likely to occur.
- When the health and safety of any individual has been, is being or is likely to be endangered.
- When the environment has been, is being or is likely to be damaged Issues that might be the subject of concern that do not fall into any of the above categories may be covered by other Nursery procedures.

LAU recognises that the decision to report a concern can sometimes be a difficult one to make. If what you are saying is true, then you should have nothing to be worried about as you will be doing your duty to your employer and those for whom you provide a service. Fear of getting information incorrect or being disbelieved may lead to concerns being ignored and an issue not raised.

Any employee, Bank Staff, Student, or volunteer, who is acting in good faith, wishes to raise such concern should normally report the matter to their room leader, deputy manager or manager immediately. Concerns will be investigated thoroughly, promptly, and confidentially, and resolved as quickly as possible. The outcome of the investigation will be reported back to you. You will not be victimised for raising a matter under this procedure

If an employee or volunteer feels that the matter cannot be discussed with the manager, then the following can be contacted:

LADO for Newham - NICK PRATT Contact details: Tel: 0203 373 3803 Email: nick.pratt@newham.gov.uk; Ofsted can be contacted by email- whistleblowing@ofsted.gov.uk or by phone on **0300 123 1231**

Don't think "what if I'm wrong?", think, "what if I'm right?!"

LAU will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith, that you will not suffer any personal detriment because of raising any genuine concern about misconduct or malpractice within the setting.

Whistleblowing is separate from the grievance procedure. If you have a complaint about your own personal circumstances, you should use the normal grievance procedure. If you have a concern about malpractice within the organisation, then you should use the procedure outlined above.

This policy should be read in conjunction with the staff code of conduct, safeguarding policy and complaints.

All Staff are reminded that they have an obligation of confidentiality to LAU – Plaistow Day Nursery and must ensure that confidential matters relating to the work and successful administration of the Nursery are not improperly disclosed.

Signed: Jacob Manu-Opoku

Date: 15/11/2021

This document was last reviewed in August 2021

Position: Director

This document was last reviewed in August 2021