

Safeguarding Children Policy



Wales: NMS

20.1 - 20.6

At Caego Day Nursery we work with children, parents, external agencies and the community to ensure the welfare and safety of children and to give them the very best start in life. Children have the right to be treated with respect, be helped to thrive and to be safe from any abuse in whatever form.

We support the children within our care, protect them from maltreatment and have robust procedures in place to prevent the impairment of children's health and development. In our setting we strive to protect children from the risk of radicalisation and we promote acceptance and tolerance of other beliefs and cultures. (please refer to our inclusion and equality policy for further information). Safeguarding children is everyone's responsibility. All staff, students and visitors are made aware of the Wales Safeguarding Procedures and the app available for download: <https://www.safeguarding.wales/>

Safeguarding is a much wider subject than the elements covered within this single policy, therefore this document is used in conjunction with the nursery's other policies and procedures including;

- Online safety
- Human trafficking and modern slavery
- Prevent duty and radicalisation
- Domestic abuse, honour based abuse (HBA) and forced marriages
- Looked after children
- Monitoring staff behaviour
- Social networking
- Mobile phone and electronic device use
- Safer recruitment of staff
- Disciplinary and grievance
- Promoting positive behaviour.

Legal framework and definition of safeguarding

- The Adoption and Children Act 2002
- Children Act 1989 and 2004
- Childcare Act 2006 (amended 2018)
- Children and social work act 2017
- Wales safeguarding procedures 2019
- Social services and well-being (Wales) act 2014
- Prevent duty 2015
- Working together to safeguarding children 2018
- Working together to safeguard people

- Keeping learners safe
- Children (abolition of corporal punishment) (Wales) Act 2020
- Data Protection Act 2018
- Domestic Abuse Act 2021
- Violence against women, domestic abuse and sexual violence (Wales) Act 2015
- Counter-Terrorism and Security Act 2015
- Safeguarding Vulnerable Groups Act (2006)

Safeguarding and promoting the welfare of children in relation to this policy is defined as:

- Protecting children from maltreatment
- Preventing the impairment of children's health or development
- Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes.

(Definition taken from the HM Government document 'Working together to safeguard children 2018').

Policy intention

To safeguard children and promote their welfare we will:

- Create an environment to encourage children to develop a positive self-image
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct
- Ensure all staff are able to identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take.
- Encourage children to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development
- Provide a safe and secure environment for all children
- Promote tolerance and acceptance of different beliefs, cultures and communities
- Always listen to children
- Provide an environment where practitioners are confident to identify where children and families may need intervention and seek the help they need
- Share information with other agencies as appropriate.

The nursery staff are aware that abuse does occur in our society and we are vigilant in identifying signs of abuse and reporting concerns. Our practitioners have a duty to protect and promote the welfare of children. Staff working on the frontline with children and families are often the first to identify a concern, observe changes in a child's behaviour or receive information relating to indicators of abuse. They may well be the first people in whom children confide information that may suggest abuse or to spot changes in a child's behaviour which may indicate abuse.

Our prime responsibility is the welfare and well-being of each child in our care. As such we believe we have a duty to the children, parents and staff to act quickly and responsibly in any instance that may come to our attention. This includes sharing information with any relevant agencies such as local authority services for children's social care, family support, health professionals including health visitors or the police. All staff will work with other agencies in the best interest of the child, including as part of a multi-agency team, where needed.

The nursery aims to:

- Keep the child at the centre of all we do, providing sensitive interactions that develop and build children's well-being, confidence and resilience. We will support children to develop an awareness of how we keep themselves safe, healthy and develop positive relationships.
- Ensure staff receive prompt induction training to understand the safeguarding children and child protection policy and procedures, are alert to identify possible signs of abuse, (including the signs known as softer signs of abuse) understand what is meant by child protection and are aware of the different ways in which children can be harmed, including by other children (peer on peer) through bullying or discriminatory behaviour.
- Be aware of the increased vulnerability of children with Special Educational Needs (SEN/Additional Learning Needs (ALN)), isolated families and vulnerabilities in families including the impact of toxic trio on children and Adverse Childhood Experiences (ACEs).
- Ensure staff understand how to identify early indicators of potential radicalisation and terrorism threats and act on them appropriately in line with national and local procedures
- Ensure that all staff feel confident and supported to act in the best interest of the child, maintaining professional curiosity around welfare of children, sharing information and seeking the help that the child may need, at the earliest opportunity.
- Ensure that all staff are familiar and updated regularly with child protection training and procedures and kept informed of changes to local/national procedures, including through annual safeguarding newsletters and updates.
- Make any referrals in a timely way, sharing relevant information as necessary in line with procedures set out by the Wales Safeguarding Procedures and Wrexham county borough council Safeguarding Children Board.
- Make any referrals relating to extremism to the police (or the Government helpline) in a timely way, sharing relevant information as appropriate
- Ensure that information is shared only with those people who need to know in order to protect the child and act in their best interest.
- Keep the setting safe online, we refer to 'Safeguarding children and protecting professionals in early years settings: online safety considerations and use appropriate filters, checks and safeguards, monitoring access at all times and maintaining safeguards around the use of technology by staff, parents and visitors in the setting
- Ensure that staff identify, minimise and manage the risks while caring for children. Identify changes in staff behaviour and act on these as per the staff behaviour policy.
- Take any appropriate action relating to allegations of serious harm or abuse against any person working with children, or living or working on the nursery premises including reporting such allegations to CIW, local authority officer and other relevant authorities
- Ensure parents are fully aware of safeguarding and child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur
- Ensure parents are fully aware of our safeguarding and child protection policies and procedures when they register with the nursery and are kept informed of all updates when they occur.
- Regularly review and update this policy with staff and parents where appropriate and make sure it complies with any legal requirements and any guidance or procedures issued by the WCBC Safeguarding Children Board.

Contact telephone numbers

CIW 0300 062 5609

Regional safeguarding children board

SPOA (Single point of access) team 01978 292039

SPOA Out of hours 0845 0533 116

Non-emergency police 101

Emergency police 999

Government helpline for extremism concerns 020 7340 7264

NSPCC whistleblowing hotline 08000280285

NSPCC Childline 08001111

NSPCC 0808 800 5000

Child exploitation and online protection command (CEOP) <https://www.ceop.police.uk/safety-centre/>

Types of abuse and particular procedures followed

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by harming them, or by failing to act to prevent harm. Children may be abused within a family, institution, or community setting by those known to them or a stranger. This could be an adult or adults, another child or children.

The signs and indicators listed below may not necessarily indicate that a child has been abused, but will help us to recognise that something may be wrong, especially if a child shows a number of these symptoms or any of them to a marked degree.

Indicators of child abuse

- Failure to thrive and meet developmental milestones
- Fearful or withdrawn tendencies
- Unexplained injuries to a child or conflicting reports from parents or staff
- Repeated injuries
- Unaddressed illnesses or injuries
- Significant changes to behaviour patterns.

Softer signs of abuse as defined by National institute for health and care Excellence (NICE) include;

Emotional states - fearful, withdrawn & low self esteem.

Behaviour - Aggressive, Oppositional habitul body rocking,

Interpersonal behaviours ,

- Indiscriminative contact or affection seeking
- Over friendliness towards strangers including healthcare professionals,
- Excessive clinginess, persistently resorting to gaining attention
- Demonstrating excessively 'good' behaviour to prevent parental or carer disapproval
- Failing to seek or accept appropriate comfort or affection from an appropriate person when significantly distressed.
- Coercive controlling behaviour towards parents or carers
- Lack of ability to understand and recognise emotions
- Very young children showing excessive comforting behaviours when witnessing parental of carer distress.

Peer to peer abuse

We are aware that peer-on-peer abuse does take place, so we include children in our policies when we talk about potential abusers. This may take a form of bullying, physically hurting another child, emotional abuse or sexual abuse. We will report this in the same way as we do for adults abusing children, emotional abuse or sexual abuse. We will report this in the same way as we do for adults abusing children, and will take advice from the appropriate bodies on this area, to support for both the victim and the perpetrator as they could also be a victim of abuse too. We know that children who develop harmful sexual behaviour have often experienced abuse and neglect themselves.

Physical abuse

A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. This is known as fabricated or induced illness of FII.

All children can suffer injuries during their early years as they explore and develop. If an explanation of how a child received their injury doesn't match the injury itself or if a child's injuries are a regular occurrence or there is a pattern to their injuries, then we will report our concerns.

Fabricated illness

Physical harm may also be caused by a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child. The parent or carer may seek out unnecessary medical treatment or investigation, they may exaggerate a real illness and symptoms of deliberately induce an illness through poisoning with medication or other substances, or they may interfere with medical treatments. Fabricated illness is a form of physical abuse and any concerns will be reported in line with our safeguarding procedures.

Many children will have cuts and grazes from normal childhood injuries - these should also be logged and discussed with the nursery manager or room leader.

Action needs to be taken if staff have reason to believe that there has been a physical injury to a child, including deliberate poisoning, where there is definite knowledge, or reasonable suspicion that the injury was inflicted or knowingly not prevented. These symptoms may include bruising or injuries in an area that is not usual for a child, e.g. fleshy parts of the arms and legs, back, wrists, ankles and face.

Many children will have cuts and grazes from normal childhood injuries - these should also be logged and discussed with the nursery manager or team leader.

Female genital mutilation

FGM can also be known as female Genital cutting. FGM is a procedure where the female genital organs are injured or changed and there is no medical reason for this. It is frequently a very traumatic and violent act for the victim and can cause harm in many ways. The practice can cause severe pain and there may be immediate and/or long term health consequences, including mental; and or death (definition taken from the multi-agency statutory guidance on female genital mutilation)

The procedure may be carried out shortly after birth and during childhood as well as adolescence, just before marriage or during a woman's first pregnancy and varies widely according to the community.

FGM is child abuse and is illegal in the UK. It can be extremely dangerous and can cause;

- Severe pain
- Shock
- Bleeding
- Infection such as tetanus, HIV and hepatitis B and C
- Organ Damage
- Blood Loss and infections
- Death in some cases

Any concerns about a child or family, will be reported to the children's social care team in the same way as other types of physical abuse. We have a mandatory duty to report to police any case where an act of female genital mutilation appears to have been carried out on a girl under the age of 18.

Breast ironing/ flattening

Breast ironing also known as "breast flattening" is the process where young girls' breasts are ironed, massaged and/or pounded down through the use of hard or heated objects in order for breasts to disappear or delay the development of the breasts entirely. It is believed that by carrying out this act, young girls will be protected from harassment, rape, abduction and early forced marriage.

Breast ironing/flattening is a form of physical abuse and can cause serious health issues such as;

- Abscesses
- Cysts
- Itching
- Tissue damage
- Infection
- Discharge of milk
- Dissymmetry of the breasts
- Severe fever
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Any concerns about a child or family; will be reported to the children's social care team in the same way as other types of physical abuse.

Sexual abuse

Sexual abuse involves forcing or enticing a child, or young person, to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching the outside of clothing. They may also include non-contact activities, such as involving children in looking at it, or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse. Sexual abuse can take place online and technology can be used to facilitate offline abuse.. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Action must be taken if the staff member witnesses an occasion(s) where a child indicates sexual activity through words, play, drawing, had an excessive pre-occupation with sexual matters, or had an inappropriate knowledge of adult sexual behaviour or language for their developmental age. This may include acting out sexual activity on dolls/toys or in the role play area with their peers, drawing pictures that are inappropriate for a child, talking about sexual activities or using sexual language or words.

If a child is being sexually abused staff may observe both emotional and physical symptoms.

Emotional signs:

- Being overly affectionate or knowledgeable in a sexual way inappropriate to the child's age.
- Personality changes such as becoming insecure or clingy.
- Regressing to younger behaviour patterns such as thumb sucking or bringing out discarded cuddly toys
- Sudden loss of appetite or compulsive eating
- Being isolated or withdrawn
- Inability to concentrate
- Lack of trust or fear of someone they know well, such as not wanting to be alone with a carer.
- Becoming worried about clothing being removed
- Suddenly drawing sexually explicit pictures or acting out actions inappropriate for their age.
- Using sexually explicit language.

Physical signs

- Bruises
- Bleeding, discharge, pains or soreness in their genital or anal area
- Sexually transmitted infections
- Pregnancy.

Any concerns about a child or family will be reported to the children's social care team

Child Sexual exploitation (CSE)

CSE is defined as a form of child sexual abuse. It occurs when an individual, or group, takes advantage of an imbalance of power to coerce, manipulate or deceive a child, or young person under the age of 18, into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

We will be aware of the possibility of CSE and the signs, and symptoms, this may manifest as. If we have concerns we will follow the same procedures as for other concerns and we will record, and refer, as appropriate.

Emotional /psychological abuse

Working together to safeguard people defines emotional/psychological abuse as threats of harm or abandonment, coercive control, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks and witnessing the abuse of others. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as

they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children to frequently feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Signs that children are being emotionally abused may include: shying away from an adult who is abusing them, becoming withdrawn, aggressive or clingy in order to receive their love and attention, not having a close bond with their parent/carer, seem unconfident or anxious or being aggressive towards others.

Action should be taken under this heading if the staff member has reason to believe that there is an effect on the behaviour and emotional development of a child caused by persistent or severe ill-treatment or rejection. Children may also experience emotional abuse through witnessing domestic abuse, alcohol or drug misuse by adults caring for them.

Neglect

Working together to safeguard people defines neglect as the failure to meet a child's basic physical, emotional or psychological needs, likely to result in the impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Once a child is born, neglect may involve a parent or carer failing to:

- a. Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b. Protect a child from physical and emotional harm or danger
- c. Ensure adequate supervision (including the use of inadequate caregivers)
- d. ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Signs may include a child persistently arriving at nursery unwashed or unkempt, wearing clothes that are too small (especially shoes that may restrict the child's growth or hurt them); arriving at nursery in the same nappy they went home in or a child having an illness that is not being addressed by the parent. A child may also be persistently hungry if a parent is withholding food or not providing enough for a child's needs.

Neglect may also be shown through emotional signs, e.g. a child may not be receiving the attention they need at home and may crave love and support at nursery. They may be clingy and emotional. In addition, neglect may occur through pregnancy as a result of maternal substance abuse.

Action should be taken under this heading if the staff member has reason to believe that there has been any type of neglect of a child.

Financial abuse

The Wales Safeguarding Procedures note that this category will be less prevalent for a child but indicators could be; not meeting their needs for care and support which are provided through direct payments; or complaints that personal property is missing.

Child Criminal Exploitation (CCE)

Child criminal exploitation (CCE) can be described where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18. The victim may have been criminally exploited even if the activity appears consensual. Child criminal exploitation does not always involve physical contact; it can also occur through the use of technology.

County lines

The National Crime Agency (NCA) describes county lines as a term used to describe gangs and organised criminal networks involved in exporting illegal drugs from big cities into smaller towns, using dedicated mobile phone lines or other form of "deal line". Customers will live in a different area to where the dealers and networks are based, so drug runners are needed to transport the drugs and collect payment.

They are likely to exploit children and vulnerable adults to move the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

Signs that a child may be involved in county lines could be a change in behaviour, suddenly having more money or possessions, change in friendship group, withdrawing from family life, sudden change in appearance, unexplained physical injuries, staying out late or a lack of interest in school and previous positive activities.

Cuckooing

Cuckooing is a form of county lines crime in which drug dealers take over the home of a vulnerable person in order to criminally exploit them as a base for drug dealing, often in multi-occupancy or social housing properties. Signs that this is happening to a family property may be an increase in people entering or leaving the property, an increase in cars or bikes outside the home; windows covered or curtains closed for long periods, family not being seen for extended periods; signs of drug use or an increase in anti-social behaviour at the home.

If we recognise any of these signs we will report our concerns as per our reporting process.

Contextual safeguarding

As young people grow and develop they may be vulnerable to abuse or exploitation from outside their family. These extra-familial threats might arise at school and other educational establishments, from within peer groups, or more widely from within the wider community and/or online.

As part of our safeguarding procedures we will work in partnership with parents/carers and other agencies to work together to safeguard children and provide the support around contextual safeguarding concerns.

Domestic abuse/honour based abuse/forced marriages

We look at these areas as a child protection concern. Please refer to the separate policy for further details on this.

Extremism – the prevent duty

Under the Counter-Terrorism and Security Act 2015 we have a duty to safeguard at risk or vulnerable children under the Counter-Terrorism and Security Act 2015 to have "due regard to the need to prevent people from being drawn into terrorism" and refer any concerns of extremism to the police (in prevent priority areas the local authority will have a prevent lead who can also provide support).

Children can be exposed to different views and receive information from various sources. Some of these views may be considered radical or extreme. Radicalisation is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening.

Radicalisation is a form of harm. The process may involve:

- Being groomed online or in person
- Exploitation, including sexual exploitation
- Psychological manipulation
- Exposure to violent material and other inappropriate information
- The risk of physical harm or death through extremist acts.

We have a Prevent duty and radicalisation policy in place. Please refer to this for specific details.

Online safety

We take the safety of our children very seriously and this includes their online safety. Please refer to the online safety policy for further details.

Modern slavery and child trafficking

Please refer to our Modern slavery and child trafficking policy for detail on how we keep children safe in this area.

Adult sexual exploitation

As part of our safeguarding procedures we will also ensure that staff and students are safeguarded from sexual exploitation.

Upskirting

Upskirting involves taking a picture of someone's genitals or buttocks under their clothing without them knowing, either for sexual gratification or in order to humiliate or distress the individual. This is a criminal offence and any such action would be reported following our reporting procedures

Child abuse linked to faith or belief (CALFB)

Child abuse linked to faith or belief (CALFB) can happen in families when there is a concept of belief in:

- Witchcraft and spirit possession, demons or the devil acting through children or leading them astray (traditionally seen in some Christian beliefs)
- The evil eye or djinns (traditionally known in some Islamic faith contexts) and dakini (in the Hindu context)
- Ritual or multi murders where the killing of children is believed to bring supernatural benefits, or the use of their body parts is believed to produce potent magical remedies

- Use of belief in magic or witchcraft to create fear in children to make them more compliant when they are being trafficked for domestic slavery or sexual exploitation.

This is not an exhaustive list and there will be other examples where children have been harmed when adults think that their actions have brought bad fortune.

Reporting procedures

All staff have a responsibility to report safeguarding concerns and suspicions of abuse. These concerns will be discussed with the designated safeguarding person (DSP) as soon as possible.

- Staff will report their concerns to the DSP (in the absence of the DSP they will be reported to the deputy DSP)
- Any signs of marks/injuries to a child or information a child has given will be recorded and stored securely
- For children who arrive at nursery with an existing injury, a form will be completed along with parent's/carers explanation as to how the injury happened. Staff will have professional curiosity around any explanations given, any concerns around existing injuries will be reported
- If appropriate, any concerns or incidents will be discussed with the parent/carer. Such discussions will be recorded and the parent will have access to these records on request, in line with GDPR and data protection guidelines.
- If there are queries/concerns regarding the injury/information given then the following procedures will take place:

The designated safeguarding person will:

- Contact the local authority children's social care team to report concerns and seek advice immediately, or as soon as it is practical to do so; if it is believed a child is in immediate danger we will contact the police. If the safeguarding concern relates to an allegation against an adult working or volunteering with children then the DSP will follow the reporting allegations procedure (see below)
- Inform CIW
- Record the information and action taken relating to the concern raised
- Speak to the parents (unless advised not to do so by LA children's social care team)
- The designated safeguarding lead will follow-up action taken by the LA social children's care team, if they have not contacted the setting within the statutory timeframe.

Keeping children safe is our highest priority and if, for whatever reason, staff do not feel able to report concerns to the DSP or deputy DSP they should call the local authority children's social care team or the NSPCC and report their concerns anonymously.

These contact numbers are displayed **01978 292039**

Responding to a spontaneous disclosure from a child

If a child starts to talk openly to a member of staff about abuse they may be experiencing then staff will;

- Give full attention to the child or young person
- Keep body language open and encouraging
- Be compassionate, be understanding and reassure them their feelings are important, using phrases such as "you've shown such courage today"
- Take time and slow down; we will respect pauses and will not interrupt the child - let them go at their own pace

- Recognise and respond to their body language
- Show understanding and reflect back
- Make it clear you're interested in what the child is telling you
- Reflect back what they've said to check your understanding - and use their language to show it's their experience
- Reassure the child that they've done the right thing in telling you. Make sure they know that abuse is never their fault
- Never talk to the alleged perpetrator about the child's disclosure. This could make things a lot worse for the child.

(Information taken from NSPCC)

Any disclosure will be reported to the nursery manager or DSP and will be referred to the local authority children's social care team immediately, following our reporting procedures.

Recording suspicions of abuse and disclosures

Staff should make an objective record of any observation or disclosure, supported by the nursery manager or DSP. This record should include:

- Child's name
- Child's address
- Age of the child and date of birth
- Date and time of the observation or the disclosure, location
- Exact words spoken by the child (word for word) and non-verbal communication
- Exact position and type of any injuries or marks seen
- Exact observation of any incident including any concern was reported, with date and time; and the names of any other person present at the time
- Any discussion held with the parent(s) (where deemed appropriate).

These records should be signed by the person reporting this and the *manager/* DSP/*supervisor, dated and kept in a separate confidential file.

If a child starts to talk to an adult about potential abuse it is important not to promise the child complete confidentiality. This promise cannot be kept. It is vital that the child is allowed to talk openly and disclosure is not forced or words put into the child's mouth. As soon as possible after the disclosure details must be logged accurately. It's not the nursery role to investigate, it's the role of statutory services to complete this.

Staff involved in a safeguarding case may be asked to supply details of any information/concerns they have with regard to a child. The nursery expects all members of staff to co-operate with the local authority children's social care, police, and CIW in any way necessary to ensure the safety of the children.

Staff must not make any comments either publicly or in private about the supposed or actual behaviour of a parent, child or member of staff.

Informing parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local authority children's social care team/police does not allow this to happen. This will usually be the case where the parent or family member is the likely abuser or where a child may be endangered by this disclosure. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions, enquiries and external investigations are kept confidential and shared only with those who need to know. Any information is shared in line with guidance from the local authority. All staff, students and volunteers are bound by confidentiality and any information will not be discussed out of work or this will become a disciplinary matter.

The nursery has due regard to the data protection principles as in the Data Protection Act 2018 and General Data Protection Regulations (GDPR). These do not prohibit the collection and sharing of personal information, even without consent if this would put the child at further risk. We will follow the principles around data collection and information sharing and ensure any information is recorded and shared in an appropriate way

Support to families

The nursery takes every step in its power to build up trusting and supportive relations among families, staff, students and volunteers within the nursery.

The nursery continues to welcome the child and the family whilst enquiries are being made in relation to abuse in the home situation. Parents and families will be treated with respect in a non-judgmental manner whilst any external investigations are carried out in the best interest of the child.

Record keeping

Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child, only if appropriate and in line with guidance of the local authority with the proviso that the care and safety of the child is paramount. We will do all in our power to support and work with the child's family.

The nursery keeps appropriate records to support the early identification of children and families that would benefit from support. Factual records are maintained in a chronological order with parental discussions. Records are reviewed regularly by the DSP to look holistically at identifying children's needs.

Allegations against adults working or volunteering with children

If an allegation is made against a member of staff, student or volunteer or any other person who lives or works on the nursery premises, regardless of whether the allegation relates to the nursery premises or elsewhere, we will follow the procedure below.

This will include when a member of staff is alleged to have:

- behaved in a way that has harmed a child, or may have harmed a child
- possibly committed a criminal offence against or related to a child or
- behaved towards a child or children in a way that indicates he or she would pose a risk of harm if they work regularly or closely with children.

The allegation should be reported to the senior manager on duty. If this person is the subject of the allegation then this should be reported to the registered person or DSP

The Local Authority Officer (LAO), CIW and the RSCB (Regional Safeguarding Children Board) will then be informed immediately in order for this to be investigated by the appropriate bodies promptly:

- The LAO will be informed immediately for advice and guidance

- If as an individual you feel this will not be taken seriously or are worried about the allegation getting back to the person in question then it is your duty to inform the LAO yourself directly
- A full investigation will be carried out by the appropriate professionals (LAO, CIW, RSCB) to determine how this will be handled
- The nursery will follow all instructions from the CIW and RSCB and ask all staff members to do the same and co-operate where required
- Support will be provided to all those involved in an allegation throughout the external investigation in line with LAO support and advice
- The nursery reserves the right to suspend any member of staff during an investigation. Legal advice will be sought to ensure compliant with the law.
- All enquiries/external investigations/interviews will be documented and kept in a locked file for access by the relevant authorities
- Unfounded allegations will result in all rights being re-instated
- Founded allegations will be passed on to the relevant organisations including the local authority children's social care team and where an offence is believed to have been committed, the police, and will result in the termination of employment. CIW will be notified immediately of this decision. The nursery will also notify the Disclosure and Barring Service (DBS) for barring consideration
- All records will be kept until the person reaches normal retirement age or for 10 years if that is longer. This will ensure accurate information is available for references and future DBS checks and avoids any unnecessary re-investigation
- The nursery retains the right to dismiss any member of staff in connection with founded allegations following an inquiry
- Unfounded allegations will result in all rights being reinstated
- Counselling will be available for any member of the nursery who is affected by an allegation, their colleagues in the nursery and the parents.
- A return to work plan will be put in place for any member of staff returning to work after an allegation has been deemed unfounded. Individual support be offered to meet the needs of the individual staff member and the nature of the incident, this may include more frequent supervisions, coaching and mentoring and external support.

Monitoring children's attendance

We are required to monitor children's attendance patterns to ensure they are consistent and no cause for concern.

Parents should please inform the nursery prior to their children taking holidays or days off, and all sickness should be called into the nursery on the day so the nursery management are able to account for a child's absence.

If a child has not arrived at nursery within one hour of their normal start time the parents will be called to ensure the child is safe and healthy. If the parents are not contactable then the emergency contact numbers listed will be used to ensure all parties are safe. Staff will work their way down the emergency contact list until contact is established and we are made aware that all is well with the child and family. It is a parent's responsibility to keep their emergency contact details updated. If contact cannot be established then we would assess if a home visit is required to establish all parties are safe. If contact is still not established, we would assess if it would be appropriate to contact relevant authorities in order to them to investigate further.

Where a child is part of a child protection plan, or during a referral process, any absences will immediately be reported to the local authority children's social care team to ensure the child remains safe and well.

This should not stop parents taking precious time with their children, but enables children's attendance to be logged so we know the child is safe.

Looked after children

As part of our safeguarding practice we will ensure our staff are aware of how to keep looked after children safe. In order to do this we ask that we are informed of:

- the legal status of the child (e.g. whether the child is being looked after under voluntary arrangements with consent of parents or on an interim or full care order)
- contact arrangements for the biological parents (or those with parental responsibility)
- the child's care arrangements and the levels of authority delegated to the carer by the authority looking after him/her
- the details of the child's social worker and any other support agencies involved
- any child protection plan or care plan in place for the child in question.

Please refer to the Looked after children policy for further details.

Staffing and volunteering

Our policy is to provide a secure and safe environment for all children. We only allow an adult who is employed by the nursery to care for children and who has an enhanced check with barring list check (children) from the Disclosure and Barring Service (DBS) to be left alone with children. We do not allow volunteers to be alone with children or any other adult who may be present in the nursery regardless of whether or not they have a DBS certificate.

All staff will attend child protection training and receive initial basic child protection training during their induction period. This will include the procedures for spotting signs and behaviours of abuse and abusers/potential abusers, recording and reporting concerns and creating a safe and secure environment for the children in the nursery. During induction staff will be made aware of the Wales Safeguarding procedures App which is available to download and given contact details for the LAO (local authority officer), the local authority children's services team, the Local Safeguarding Children Board (LSCB) and CIW to enable them to report any safeguarding concerns, independently, if they feel it necessary to do so.

Ongoing suitability of staff is monitored through:

- regular supervisions
- peer observations
- safeguarding competencies

Designated Safeguarding Person

We have named persons within the nursery who takes lead responsibility for safeguarding and co-ordinate child protection and welfare issues, known as the Designated Safeguarding Person (DSP), there is always at least one designated person on duty during all opening hours of the setting.

These designated persons will receive comprehensive training at least every two years and update their knowledge on an ongoing basis, but at least once a year.

If the staff feel that a safeguarding concern is not being taken seriously within the setting, we encourage them to call the LSCB or the NSPCC Whistleblowing helpline in order to protect the children in their care.

The nursery DSP's liaise with the Local Safeguarding Children Board (LSCB) and the local authority children's social care team, undertakes specific training, including a child protection training course, and receives regular updates to developments within this field. They in turn support the ongoing development and knowledge update of all staff on the team.

The Designated Safeguarding/ Person (DSP) at the nursery is: **Gemma Walsh**

The role of the DSP:

- Ensure that the settings safeguarding policy and procedures are reviewed and developed in line with current guidance and develop staff understanding of the settings safeguarding policies
- Take the lead on responding to information from the staff team relating to child protection concerns
- Provide advice, support and guidance on an on-going basis to staff, students and volunteers
- To identify children who may need early help or who are at risk of abuse
- To help staff to ensure the right support is provided to families
- To liaise with local authority and other agencies with regard to child protection concerns
- Ensure the setting is meeting the requirements of the CIW
- To ensure policies are in line with the Local Safeguarding procedures and details.
- Disseminate practice and updates to legislation to ensure all staff are kept up to date with safeguarding practices
- To manage and monitor accident, incident and existing injury's and ensure accurate and appropriate records are kept
- Attend meetings with the child's key worker
- Attend case conferences and external safeguarding meetings as requested by external agencies.

The nursery safeguards children and staff by:

- We provide adequate and appropriate staffing resources to meet the needs of all children
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and are given guidance to challenge any incorrect information
- We give staff members/volunteers and students regular opportunities during supervisions and having an open door policy to declare changes that may affect their suitability to care for the children. This includes information about their health, medication or about changes in their home life such as whether anyone they live with in a household has committed an offence or been involved in an incident that means they are disqualified from working with children
- This information is also stated within every contract for members of staff, of which they must sign 2 copies, one for the employer, one to retain their own records

- We request DBS checks on a **3 yearly** basis recheck staff's criminal history and suitability to work with children on the same basis and with the individuals consent
- We abide by the requirements of the National Minimum Standards and any CIW/Estyn guidance in respect of obtaining references and suitability checks for staff, students and volunteers, to ensure that all staff, students and volunteers working in the setting are suitable to do so
- We ensure we receive at least two written references BEFORE a new member of staff commences employment with us
- All students will have enhanced DBS checks with barring list check (children) conducted on them before their placement starts
- Volunteers, including students, do not work unsupervised
- We abide by the requirements of the Safeguarding Vulnerable Groups Act (2006) and the Childcare Act 2006 (amended in 2018) in respect of any person who is disqualified from providing childcare, is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern by complying with the duty to refer that individual to the DBS
- We have procedures for recording the details of visitors to the nursery and take security steps to ensure that we have control over who comes into the nursery, so that no unauthorised person has unsupervised access to the children
- All visitors/contractors will be supervised whilst on the premises, especially when in the areas the children use
- As a staff team we will be fully aware of how to safeguard the whole nursery environment and be aware of potential dangers on the nursery boundaries such as drones, Pokémon hotspots, strangers lingering. We will ensure the children remain safe at all times
- The Staff Behaviour Policy sits alongside this policy to enable us to monitor changes in behaviours that may cause concern. All staff sign up to this policy to ensure any changes are reported to management so we are able to support the individual staff member and ensure the safety and care of the children is not compromised
- staff are made aware not to contact parents/carers and children through social media on their own personal social media accounts and they will report any such incidents to the management team to deal with.
- All staff have access to and comply with the whistleblowing policy which will enable them to share any concerns that may arise about their colleagues in an appropriate manner to named person Rebecca Hosie , to CIW representative. We encourage a culture of openness and transparency and all concerns are taken seriously
- Signs of inappropriate staff behaviour may include inappropriate sexual comments; excessive one-to-one attention beyond the requirements of their usual role and responsibilities; or inappropriate sharing of images. This is not an exhaustive list, any changes in behaviour must be reported and acted upon immediately
- All staff attend regular supervision meetings where opportunities are made available to discuss any issues relating to individual children, child protection training, safeguarding concerns and any needs for further support
- Having peer-to-peer and manager observations in the setting to ensure that the care we provide for children is at the highest level and any areas for staff development are quickly identified. Peer observations allow us to share constructive feedback, develop practice and build trust so that staff are able to share any concerns they may have. Concerns are raised with the designated person and dealt with in an appropriate and timely manner

- The deployment of staff within the nursery allows for constant supervision and support. Where children need to spend time away from the rest of the group, the door will be left ajar or other safeguards will be put into action to ensure the safety of the child and the adult.

We also operate a Mobile phone and electronic devices policy and a Social media policy which states how we will keep children safe from these devices whilst at nursery. This also links to our Online safety policy.

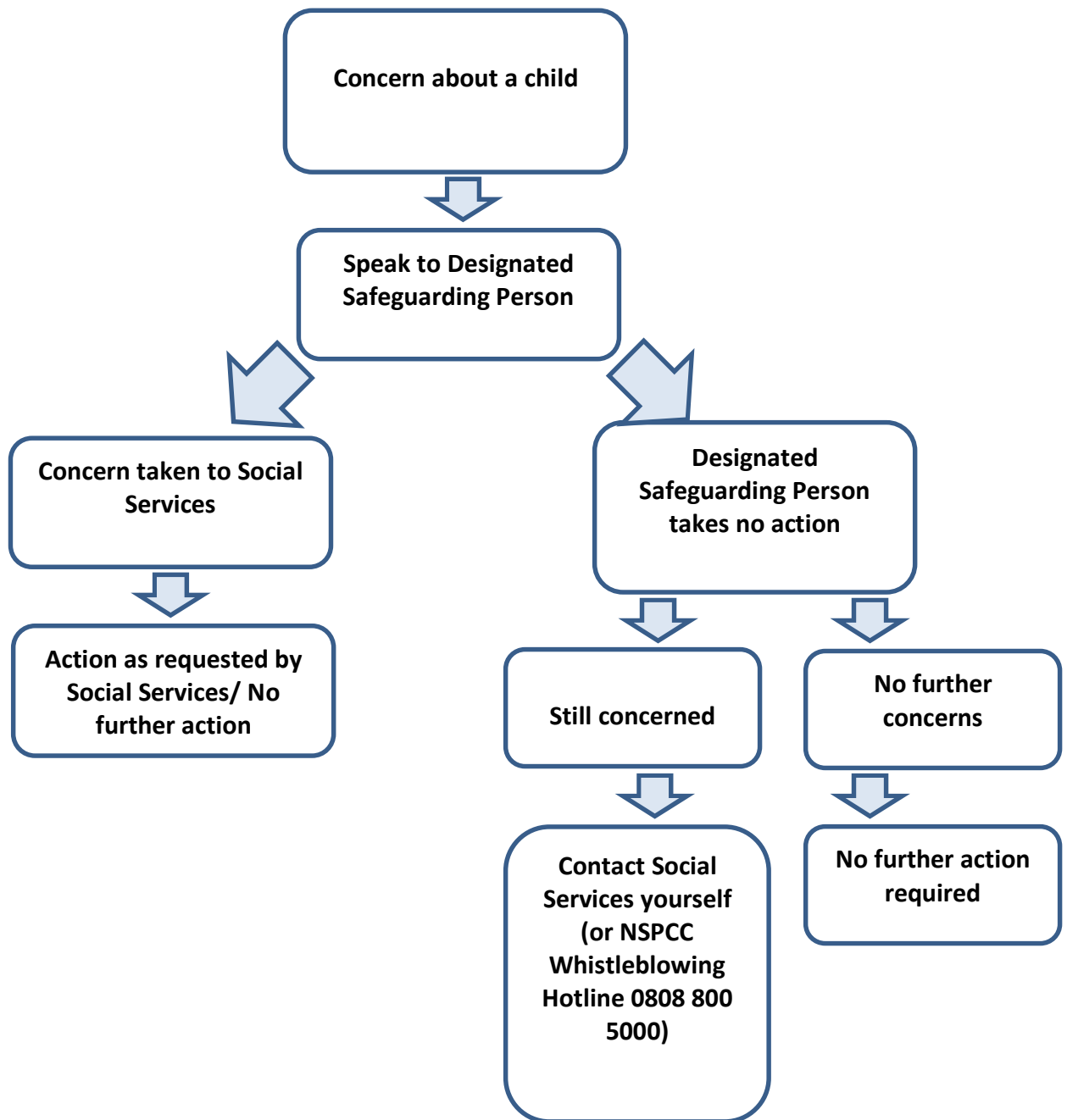
Our nursery has a clear commitment to protecting children and promoting welfare. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the nursery manager at the earliest opportunity.

Early help services

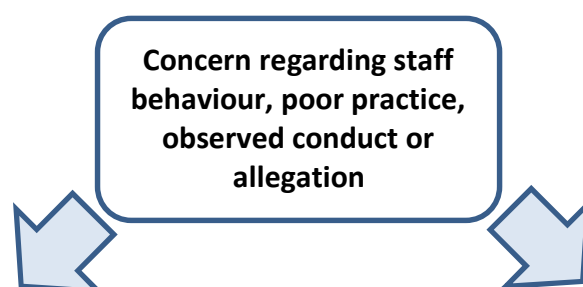
When a child and/or family would benefit from support but doesn't meet the threshold for Local Authority Social Care Team, a discussion will take place with the family around early help services.

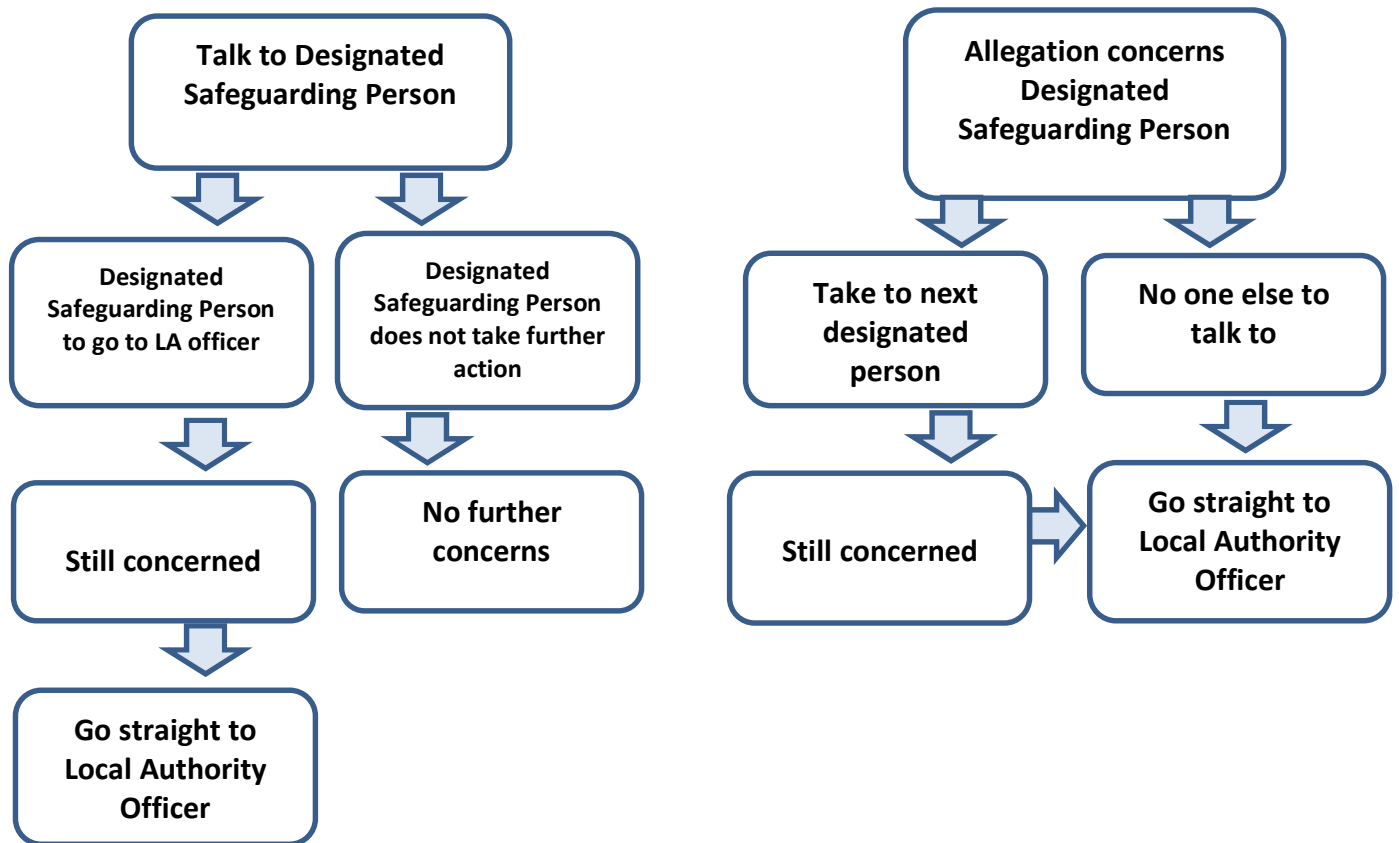
Early help provides support as soon as a concern/ area of need emerges, helping to improve outcomes and prevent escalation onto Local Authority services. Sometimes concerns about a child may not be of a safeguarding nature and relate more to their individual family circumstances. The nursery will work in partnership with parents/carers to identify any early help services that would benefit your child or your individual circumstances, with your consent, this may include family support, foodbank support, counselling or parenting services.

Child Protection flowchart - concern about a child



Child Protection flowchart - concern about a member of staff





This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Intimate Care Policy



Wales: NMS
4.11, 20.1 - 20.6

At Caego Day Nursery we believe that all children need contact with familiar, consistent carers to ensure they can grow and develop socially and emotionally. At times children need to be cuddled, encouraged, held and offered physical reassurance.

Intimate care routines are essential throughout the day to meet children's basic needs. This may include nappy changing, supporting children with toileting, changing clothes, and giving first aid treatment and specialist medical support, where required.

In order to maintain the child's privacy, we will carry out the majority of these actions on a one-to-one basis and, wherever possible, by the child's main carer with the exception of first aid treatment which must be carried out by a qualified first aider.

We wish to ensure the safety and welfare of children during intimate care routines and safeguard them against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key worker system in the nursery and ensuring all parents understand how this works
- Ensuring all staff undertaking intimate care routines have suitable enhanced DBS checks
- Training all staff in the appropriate methods for intimate care routines and arranging specialist training where required, i.e. paediatric first aid training, specialist medical support
- Ensuring children are afforded privacy during intimate care routines whilst balancing this with the need to safeguard children and staff.
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to intimate care routines
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training
- Working closely with parents on all aspects of the child's care and education as laid out in the parents as partners' policy. This is essential for intimate care routines which require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of safeguarding and how to protect children from harm. This will include identifying signs and symptoms of abuse and how to raise these concerns as set out in the safeguarding/child protection policy
- Operating a whistleblowing policy to help staff raise any concerns about their peers or managers; and helping staff develop confidence in raising worries as they arise in order to safeguard the children in the nursery

- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes intimate care routines
- Conducting regular risk assessments on all aspects of the nursery operation including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about intimate care procedures or individual routines please see the manager at the earliest opportunity.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Safe and Respectful care policy



Wales: NMS

5.2, 20.1 - 20.6

At Caego Day Nursery we believe that all children need to feel safe, secure and happy. This involves nursery staff being responsive to children's needs, whilst maintaining professionalism. This includes giving children cuddles and changing children's nappies or clothes.

To promote good practice and to minimise the risk of allegations we have the following guidelines:

- Although we recognise it is appropriate to cuddle children, we give cuddles only when sought by children needing comfort to support their emotional development. Staff are advised to do this in view of other children and practitioners, whenever possible. We recognise that there may be occasions where it is appropriate for this to happen away from others, such as when a child is ill. In these circumstances, staff are advised to leave the door open. It is the duty of all staff and the manager to ensure that children are appropriately comforted and to monitor practice
- When changing children's nappies or soiled/wet clothing, we leave the doors open, where appropriate.
- We discourage inappropriate behaviour such as over tickling, over boisterous play or inappropriate questions such as asking children to tell them they love them and we advise staff to report any such observed practice
- Staff are respectful of each other and the children and families in the nursery and do not use inappropriate language or behaviour, including during breaks. All staff are aware of the whistleblowing procedures and the manager carries out random checks throughout the day to ensure safe practices.

If a parent or member of staff has concerns or questions about safe care and practice procedures or behaviour they consider as inappropriate, including between staff members, they are urged to see the manager at the earliest opportunity. Management will challenge inappropriate behaviour in line with the supervision/ disciplinary or whistleblowing procedures. If the concern relates to the manager and/or nursery owner then parents should contact CIW or the local authority children's social care team.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Whistleblowing



Wales: NMS

20.1 - 20.6

Whistleblowing is the term when a worker passes on information concerning wrong doing.

At Caego Day Nursery we expect all our colleagues, both internal and external, to be professional at all times and hold the welfare and safety of every child as their paramount objective.

We recognise that there may be occasions where this may not happen and we have in place a procedure for staff to disclose any information that suggests children's welfare and safety may be at risk.

We expect all team members to talk through any concerns they may have with their team leader at the earliest opportunity to enable any problems to be resolved as soon as they arise.

Legal framework

The Public Interest Disclosure Act 1998 commonly referred to as the 'Whistleblowing Act', amended the Employment Rights Act 1996 to provide protection for employees who raise legitimate concerns about specified matters. These are called 'qualifying disclosures'. On 25 June 2013 there were some legal changes to what constitutes a 'qualifying disclosure'.

A qualifying disclosure is one made in the public interest by an employee who has a reasonable belief that:

- a criminal offence
- a miscarriage of justice
- an act creating risk to health and safety
- an act causing damage to the environment
- a breach of any other legal obligation or concealment of any of the above
- any other unethical conduct
- An act that may be deemed as radicalisation or a threat to national security is being, has been, or is likely to be, committed.

Qualifying disclosures made before 25 June 2013 may have been made 'in good faith'; but when disclosed, did not necessarily have to have been made 'in the public interest.'

(Disclosures made after 25 June 2013 do not have to be made 'in good faith'; however, they must be made in public interest. This is essential when assessing a disclosure made by an individual

The Public Interest Disclosure Act has the following rules for making a protected disclosure:

- you must believe it to be substantially true
- you must not act maliciously or make false allegations

- you must not seek any personal gain

It is not necessary for the employee to have proof that such an act is being, has been, or is likely to be, committed - a reasonable belief is sufficient.

Disclosure of information

If, in the course of your employment, you become aware of information which you reasonably believe indicates that a child is/may be or likely to be in risk of danger and/or one or more of the following may be happening, you **MUST** use the nursery's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. NMS, Equalities Act 2010)
- That a miscarriage of justice has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, has been, is being, or is likely to be, deliberately concealed.

Disclosure procedure

- If this information relates to child protection and safeguarding children then the nursery's safeguarding children and child protection policy should be followed, with particular reference to the staff and volunteering section
- Where you reasonably believe one or more of the above circumstances listed above has occurred you should promptly disclose this to your manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to your manager (i.e. because it relates to your manager) you should speak to Gemma Walsh.
- Employees will suffer no detriment of any sort for making such a disclosure in accordance with this procedure. For further guidance in the use of the disclosure procedure, employees should speak in confidence to the nursery manager
- Any disclosure or concerns raised will be treated seriously and will be dealt with in a consistent and confidential manner and will be followed through in a detailed and thorough manner
- Any employee who is involved in victimising employees who make a disclosure, takes any action to deter employees from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any management employee who inappropriately deals with a whistleblowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal
- We give all of our staff the telephone numbers of Single Point of access (SPOA), Local Safeguarding Children Board (LSCB) and CIW so all staff may contact them if they cannot talk to anyone internally about the issues/concerns observed.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Mobile phone and Electronic Devices



Wales: NMS

20.1

Mobile phones and other devices that accept calls, messages and video calling

At Caego Day Nursery we promote the safety and welfare of all children in our care. We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education.

To ensure the safety and well-being of children we do not allow staff to use personal mobile phones during working hours.

This policy should be used in conjunction with our online safety policy and acceptable IT use policies to ensure children are kept safe when using the nursery devices online

Staff must adhere to the following:

- Mobile phones are either turned off or on silent and not accessed 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 bags at all times during the hours of your working day
- During outings, staff will use mobile phones belonging to the nursery wherever possible. Photographs must not be taken of the children on any phones, either personal or nursery owned
- Staff must not post anything on to social networking sites such as Facebook that could be construed to have any impact on the nursery's reputation or relate to the nursery or any children attending the nursery in any way
- Staff must not post anything on to social networking sites that could offend any other member of staff or parent using the nursery
- Staff must not accept or send friend requests to parents (unless the relationship is either an existing friend or family member.
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.

Parents' use of mobile phones and smartwatches

Parents are kindly asked to refrain from using their mobile phones whilst in the nursery or when collecting or dropping off their children.. We will ask any parents/carers using their phone inside the nursery premises to finish the call or take the call outside. WE do this to ensure all children are safeguarded and the time for dropping off and picking up is a quality handover opportunity where we can share details about your child.

Parents are requested not to allow their child to wear or bring on devices that may take photographs or record videos or voices. This includes smart watches with these capabilities such as VTECH. This ensures all children are safeguarded and also protects their property as it may get damaged or misplaced at the nursery.

Photographs and videos

At caego Day Nursery we recognise that photographs and video recordings play a part in the life of the nursery. We ensure that any photographs or recordings (including CCTV) taken of children in our nursery are only done with prior written permission from each child's parents and only share photos with parents in a secure manner. We will obtain permission when each child is registered and update it on a regular basis to ensure that this permission is still valid.

We ask for individual permission for photographs and video recordings for a range of purposes including: use in the children's learning journey, for display purposes, for promotion materials, including nursery website, brochure and local press and Seesaw app. We ensure that parents understand that where their child is also on another child's photograph, but not as a primary person, that may be used in another child's learning journey. Photographs and videos will not be taken in areas where intimate care is carried out.

If a parent is not happy about one or more of these uses, we will respect their wishes and find alternative ways of recording their child's play or learning.

Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care and share information about the child's day, parents and visitors are kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting or dropping off their children.

During special events e.g. Christmas or leaving parties, staff may produce group photographs to distribute to parents on request. In this case we will gain individual permission for each child before the event. This will ensure all photographs taken are in line with parental choice. We ask that photos of events such as Christmas parties are not posted on any social media or messaging sites or on these devices.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Inclusion and equality



Wales: NMS

16.1 - 16.3

Statement of intent

At Caego Day Nursery we take great care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or a child. We are committed to providing equality of opportunity and anti-discriminatory practice for all staff, children and families according to their individual needs. Discrimination on the grounds of gender, age, race, religion or belief, marriage or civil partnership, disability, sex and sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin, or political belief has no place within our nursery.

A commitment to implementing our inclusion and equality policy is part of each employee's job description. Should anyone believe that this policy is not being upheld, it is their duty to report the matter to the attention of the Margaret Hosie or Rebecca Hosie at the earliest opportunity. Appropriate steps will then be taken to investigate the matter and if such concerns are well-founded, disciplinary action will be invoked under the nursery's disciplinary policy.

The legal framework for this policy is based on:

- Equality Act 2010
- Children Act 2004
- Care Standards Act 2002
- Childcare Act 2006
- Special Educational Needs and Disability Act 2001
- Special Education Needs Code of Practice 2004
- Additional learning needs code for Wales 2021

The nursery and staff are committed to:

- Recruiting, selecting, training and promoting individuals on the basis of occupational skills requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment because of age, sex, gender reassignment, disability, marriage or civil partnership, race, religion or belief, sexual orientation, pregnancy or maternity.
- Creating a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- Providing a childcare place, wherever possible, for children who may have additional learning needs and/or disabilities or are deemed disadvantaged according to their individual circumstances, and the nursery's ability to provide the necessary standard of care
- Making reasonable adjustments for children with special educational needs and disabilities to remove barriers and improve access for all.

- Striving to promote equal access to services and projects by taking practical steps (wherever possible and reasonable), such as ensuring access to people with additional needs and by producing materials in relevant languages and media for all children and their families
- Providing a secure environment in which all our families are listened to, children can flourish and all contributions are valued
- Including and valuing the contribution of all families to our understanding of equality, inclusion and diversity
- Providing positive non-stereotypical information
- Continually improving our knowledge and understanding of issues of equality, inclusion and diversity, and training all staff about the rights and responsibilities under the inclusion and equality policy.
- Regularly reviewing, monitoring and evaluating the effectiveness of inclusive practices to ensure they promote and value diversity and difference and that the policy is effective and practices are non-discriminatory
- Making inclusion a thread, which runs through the entirety of the nursery, for example, by encouraging positive role models through the use of toys, imaginary play and activities, promoting non-stereotypical images and language and challenging all discriminatory behaviour (see dealing with discriminatory behaviour policy).

Admissions/service provision

Caego Day Nursery is accessible to all children and families in the local community and further afield through a comprehensive and inclusive admissions policy.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups.

Recruitment

Recruitment, promotion and other selection exercises such as redundancy selection will be conducted on the basis of merit, against objective criteria that avoid discrimination. Shortlisting will be done by more than one person where possible.

All members of the selection group are committed to the inclusive practice set out in this policy and will have received appropriate training in this regard.

Vacancies are generally advertised to a diverse section of the labour market. Advertisements should avoid stereotyping or using wording that may discourage particular groups from applying.

At interview, no questions are posed which potentially discriminate on the grounds specified in the statement of intent. All candidates are asked the same questions and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates are given the opportunity to receive feedback on the reasons why they were not successful.

We may ask questions (under the Equality Act 2010) prior to offering someone employment in the following circumstances.

To establish whether the applicant will be able to comply with a requirement to undergo an assessment (i.e. an interview)

To establish whether the applicant will be carrying out a function that is intrinsic to the work concerned.

To monitor diversity in the range of people applying for work

To take positive action towards a particular group - for example offering a guaranteed interview scheme.

The national college for teaching and leadership provides further guidance specific to working with children, which we follow:

Providers have a responsibility to ensure that practitioners have the health and physical capacity to teach and will not put children and young people at risk of harm. The activities that a practitioner must be able to perform are set out in the Education (Health Standards England) Regulations 2003. Providers are responsible for ensuring that only practitioners who have the capacity to teach remain on the staff team.

People with disabilities or chronic illnesses may have the capacity to teach, just as those without disabilities or medical conditions may be unsuitable to teach. Further information on training to teach with a disability is available from the DfE website.

Successful applicants offered a position may be asked to complete a fitness questionnaire prior to commencing the programme. Providers should not ask all-encompassing health questions but should ensure that they only ask targeted and relevant health-related questions, which are necessary to ensure that a person is able to teach.

Staff

It is the policy of Caego Day Nursery not to discriminate in the treatment of individuals. All staff are expected to co-operate with the implementation, monitoring and improvement of this and other policies. They are expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the grounds specified in this policy and recognise and celebrate other cultures and traditions. All staff are expected to participate in equality and inclusion training.

Staff will follow the 'Dealing with Discriminatory Behaviour' policy where applicable to report any discriminatory behaviours observed.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective inclusion and equality policy. All new staff receive induction training including specific reference to the inclusion and equality policy. The nursery will strive towards the provision of inclusion, equality and diversity training for all staff on a regular basis.

Early learning framework

Early learning opportunities offered in the nursery encourage children to develop positive attitudes to people who are different from them. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- Identifying a key workers for each child, who will ensure that each child's care is tailored to meet their needs and continuously observe, assess and plan for their learning and development.
- Listening to childrens verbal communication, noticing their non-verbal communication and making children feel included, valued and good about themselves
- Ensuring that all children have equal access to tailored early learning and play opportunities
- Reflecting the widest possible range of communities in the choice of resources
- Avoiding stereotypical or derogatory images in the selection of materials
- Acknowledging and celebrating a wide range of religions, beliefs and festivals
- Creating an environment of mutual respect and empathy
- Supporting children to talk about their feelings and those of others, manage emotions and develop empathy
- Helping children to understand that discriminatory behaviour and remarks are unacceptable
- Knowing children well, being able to meet their needs and know when they require further support.
- Ensuring that all early learning opportunities offered are inclusive of children with additional learning needs and/or disabilities and children from disadvantaged backgrounds
- Ensuring that children whose first language is not English have full access to early learning opportunities and are supported in their learning
- Working in partnership with all families to ensure they understand the policy and challenge any discriminatory comments made
- Ensuring the medical, cultural and dietary needs of children are met and help children to learn about a range of food and cultural approaches to meal times and to respect the difference among them.

Parent Information and meetings

Information about the nursery, its activities, experiences and resources are shared with parents as well as information about their children's development. This is given in a variety of ways according to individual needs (written, verbal and translated), to ensure that all parents can access the information they need.

Wherever possible, meetings will be arranged to give all families opportunities to attend and share information about their child.

We also consult with parents regularly about the running of the nursery and ask them to contribute their ideas.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Special educational needs (SEN)/ Additional learning needs (ALN) policy



Wales: NMS

4.1 - 4.11

Statement of intent

At Caego Day Nursery we are committed to the inclusion of all children. All children have the right to be cared for and educated to develop to their full potential alongside each other through positive experiences, to enable them to share opportunities and experiences and develop and learn from each other. We provide a positive and welcoming environment where children are supported according to their individual needs and we work hard to ensure no children are discriminated against or put at a disadvantage as a consequence of their needs.

We believe that all children have a right to experience and develop alongside their peers no matter what their individual needs. Each child's needs are unique, therefore any attempt to categorise children is inappropriate.

We are committed to working alongside parents in the provision for their child's individual needs to enable us to help the child to develop to their full potential. We are committed to working with any child who has a specific need and/or disability and making reasonable adjustments to enable every child to make full use of the nursery's facilities. All children have a right to a broad and well-balanced early learning environment.

Where we believe a child may have additional needs that have previously been unacknowledged, we will work closely with the child's parents and any relevant professionals to establish if any additional action is required.

Where a child has additional needs, we feel it is paramount to find out as much as possible about those needs, any way that this may affect his/her early learning or care needs and any additional help he/she may need by:

- Liaising with the child's parents and, where appropriate, the child
- Liaising with any professional agencies
- Reading any reports that have been prepared
- Attending any review meetings with the local authority/professionals
- Observing each child's development and monitoring and recording such observations regularly.

All children will be given a full settling in period when joining the nursery according to their individual needs.

Aims

We will:

- Recognise each child's individual needs and ensure all staff are aware of, and have regard for, the Special Educational Needs Code of Practice for Wales and the additional

Learning needs (ALN) transformation programme to include to additional needs code and regulations on the identification and assessment of any needs not being met by the universal service provided by the nursery

- Include all children and their families in our provision
- Provide well informed and suitably trained practitioners to help support parents and children with special educational difficulties and/or disabilities
- Develop and maintain a core team of staff who are experienced in the care of children with additional needs and identify a Special Educational Needs Co-ordinator (SENCO)/setting additional needs co-ordinator(ALNCO) who is experienced in the care and assessment of children with additional needs. Staff will be provided with specific training relating to Special Educational Needs (SEN)/Additional Learning Needs (ALN), the SEN Code of Practice for Wales and the Additional needs code and regulations.
- Identify the specific needs of children with special educational needs/additional learning needs and/or disabilities and meet those needs through a range of strategies/additional learning provision.
- Ensure that children who learn quicker, e.g. more able and talented children are also supported
- Share any statutory and other assessments made by the nursery with parents and support parents in seeking any help they or the child may need
- Work in partnership with parents and other agencies in order to meet individual children's needs, including the Early Years Additional needs lead officer (EYALNLO) from the local education authority, and seek advice, support and training where required.
- Monitor and review our practice and provision and, if necessary, make adjustments, and seek specialist equipment and services if needed
- Ensure that all children are treated as individuals/equals and are encouraged to take part in every aspect of the nursery day according to their individual needs and abilities
- Encourage children to value and respect others
- Challenge inappropriate attitudes and practices
- Promote positive images and role models during play experiences of those with additional needs wherever possible
- Celebrate diversity in all aspects of play and learning.

All staff take the responsibility of the Special Educational Needs Co-ordinator (SENCO/ additional learning needs coordinator (ALNCO).

The role of the setting SENCO/ALNCO is to take the lead in further assessment of the child's particular strengths and weaknesses, in planning future support for the child in discussion with colleagues, and in monitoring and subsequently reviewing the action taken. The setting SENCO/ALNCO should also ensure that appropriate records are kept. These include existing records of children at Early Years Action, Early Years Action Plus and those with statements.

For those newly identified with possible ALN, this includes working with the EY ALNLO in the development and review of a child's Individual development plan (IDP). The practitioner usually responsible for the child should remain responsible for working with the child on a daily basis and for planning and delivering an individualised programme. Parents should always be consulted and kept informed of the action taken to help the child, and of the outcome of this action.

She/he works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special educational needs practice/additional learning needs practice and policy of the nursery, always making sure plans and records are shared with parents.

Methods

We will:

- Identify a member of staff to be the setting Special Educational Needs Co-ordinator (SENCO)/ additional learning needs coordinator (ALNCO) and share his/her name with parents
- Provide a statement showing how we provide for children with SEN/ALN and share this with staff, parents and other professionals.
- Ensure that the provision for children with learning difficulties and/or disabilities is the responsibility of all members of staff in the nursery
- Ensure that our inclusive admissions practice includes equality of access and opportunity
- Ensure that our physical environment is as far as possible suitable for children and adults with disabilities
- Work closely with parents to create and maintain a positive partnership which supports their child(ren)
- Ensure that parents are informed at all stages of the assessment, planning, provision and review of their child's care and education
- Provide parents with information on sources of independent advice and support
- Liaise with other professionals involved with children with learning difficulties and/or disabilities and their families, including transfer arrangements to other settings and schools. We work closely with the next school or care setting and meet with them to discuss the child's needs to ensure information exchange and continuity of care
- Provide a broad and balanced early learning environment for all children with learning difficulties and/or disabilities
- Provide differentiated activities to meet all individual needs and abilities
- Use a system of planning, implementing, monitoring, evaluating and reviewing Individual Educational Plans (IEPs)/Individual Development Plans (IDPS) for children with learning difficulties and/or disabilities and discuss these with parents.
- Review IEPs/IDPs regularly **every 6 weeks** and hold review meetings with parents at this time
- Ensure that children with learning difficulties and/or disabilities and their parents are consulted at all stages of the graduated response, taking into account their levels of ability
- Use a system for keeping records of the assessment, planning, provision and review for children with learning difficulties and/or disabilities
- Provide resources (human and financial) to implement our SEN/ALN policy
- Ensure the privacy of children with learning difficulties and/or disabilities when intimate care is being provided
- Use a Common Assessment Framework (CAF) / Joint Assessment Family Framework (JAFF) (see details below)
- Provide in-service training for practitioners and volunteers
- Raise awareness of any specialism the setting has to offer, e.g. Makaton trained staff
- Ensure the effectiveness of our SEN/ALN provision by collecting information from a range of sources e.g. IEP/IDPS reviews, staff and management meetings, parental and external agencies' views, inspections and complaints. This information is collated, evaluated and reviewed annually
- Provide a complaints procedure and make available to all parents in a format that meets their needs e.g. Braille, audio, large print, additional languages
- Monitor and review our policy annually.

Special educational needs code of practice

The nursery has regard to the statutory guidance set out in the Special Educational Needs code of practice for Wales (2004) to identify, assess and make provision for children's special educational needs. The Code of Practice for Wales recommends that our nursery should adopt a graduated approach to assessment through Early Years Action and Early Years Action Plus. Good practice of working together with parents, and the observation and monitoring of children's individual progress, will help identify any child with special educational needs. Our nursery has identified a member of staff as a setting SENCO/ALNCO who will work alongside parents to assess the child's strengths and plan for future support. The setting SENCO/ALNCO will ensure that appropriate records are kept according to the Code of Practice for Wales .

Additional Learning Needs Code for Wales 2021

The nursery is aware of the Additional learning needs (ALN) transformation programme and the phased approach being taken to introducing the new ALN system, which is being implemented from September 2021. The nursery will have regard to the Additional Learning Needs code and regulations as required in line with the implementation timeline.

Early Years action

Where a practitioner or setting SENCO/ALNCO identifies a child with special educational needs, the nursery will assess and record those needs and provide a number of key actions to help the child. As part of this process the nursery will consult with parents and seek any additional information from professionals. The targets for the child, any teaching strategies or changes to provision are set out in an Individual educational Plan (IEP). The plan will be continually under review in consultation with the child and his/her parent(s).

Early Years Action Plus

This is where a practitioner or setting SENCO/ALNCO, in consultation with the child's parents, decide external support services are required, usually following a review of the IPP. The nursery will share its records on the child with those services so that they can advise on any IPP targets and appropriate strategies to help the child.

Statutory assessment

If the help given through Early Years Action Plus is not sufficient to enable the child to progress satisfactorily, it may be necessary for the nursery, in consultation with the parents and any external agencies already involved to request a statutory assessment by the local authority. This may lead to the child receiving a statement of special educational needs.

Individual Development Plan (IDP)

AN IDP is a statutory plan maintained by the local authority that sets out a description of a child or young persons ALN, the additional learning provision (ALP) called for by their learning difficulty or disability, and other associated information. The IDP is intended to be flexible document that will vary in length and complexity depending on the different needs of the child and the way in which an individual child's needs develop and change over time

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Looked after children



Wales: NMS

16.1 - 16.3

At Caego Day Nursery we are committed to providing a welcoming and inclusive quality environment for all children and families.

Definition and legal framework

The description 'looked after' is generally used to describe a child who is looked after by the local authority. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a small minority in children's homes, looked after by family members or even placed back within the family home.

The term 'looked after child' denotes a child's current legal status. The nursery never uses this term to categorise a child as standing out from others or refers to a child using acronyms such as LAC.

The legal framework for this policy is underpinned by or supported through:

- Childcare Act 2006
- Children Act (1989 and 2004)
- Adoption & Children Act (2002)
- Children & Young Person Act (2002)
- Children and Families Act (2014)
- Social Services and Well-being (Wales) Act 2014
- Children and social work Act 2017

Our policy

Our nursery treats each child as an individual. We recognise that for young children to get the most out of educational opportunities they need to be settled appropriately with their carer. We will discuss with the child's carer, and social worker where applicable, the length of time the child has been with their carer before they start nursery to establish how secure the child feels and whether they are ready to be able to cope with further separation, a new environment and new expectations made upon them.

We are aware that there a number of reasons why a child may go into care and these reasons may or may not include traumatic experiences or abuse. All our practitioners are committed to doing all they can to support all children to achieve their full potential. The nursery staff team are all trained to understand our safeguarding policy and procedures. Additional training to support children's individual needs will be planned for where appropriate. Practitioners are supported by management at all times and we have an open door policy if they need to discuss any sensitive issues regarding the child.

Where applicable, we contribute to any assessment about the child, such as those carried out under the Common Assessment Framework (CAF) and to any multi-agency meetings, case conferences or strategy meetings in relation to the child's learning and development. The designated person for looked after children and/or the child's key worker will attend meetings as appropriate.

The designated person for 'looked after children' is *Rebecca Hosie*.

The key workers will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and any other agencies involved. Regular contact will be maintained with the carers throughout the child's time at the nursery and with the social worker or other professionals (where applicable).

The key worker will carry out regular ongoing practice such as observations to build up a picture of the child's interests, and plan activities accordingly to support the child's stage of learning and development and interests. This information will be shared with carers and other professionals as appropriate as well as any concerns surrounding their developmental stages.

Where necessary we will develop a care plan with carers and professionals. This will include:

- The child's emotional needs and how they are to be met
- How any emotional issues and problems that affect behaviour are to be managed
- The child's sense of self, culture, language/s and identity - how this is to be supported
- The child's need for sociability and friendship
- The child's interests and abilities and possible learning journey pathway
- How any additional learning needs and/or disabilities will be supported.

In addition the care plan may also consider:

- How information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with any other organisation or professionals and how it will be recorded and stored
- What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be in the setting, when, where and what form the contact will take will be discussed and agreed
- Who may collect the child from nursery and who may receive information about the child
- What written reporting is required
- Wherever possible, and where the plan is for the child to return to their home, the birth parent(s) should be involved in planning
- With the social worker's agreement, and as part of the plan, whether the birth parent(s) should be involved in the setting's activities that include parents, such as outings, fun days etc. alongside the foster carer.

Where applicable, we will complete a Personal Education Plan (PEP)/ Individual Development Plan (IDP) for any children aged three to five in partnership with the social worker and/or care manager and carers. We will also attend all appropriate meetings and contribute to reviews.

The key worker and designated 'looked after' person Rebecca Hosie will work together to ensure any onward transition to school or another nursery is handled sensitively to ensure that this is as smooth as possible and all necessary information is shared. The child's individual file, including observations, photographs and pieces of art work and mark making will be passed on to the carer at this stage.

Key contact details:

Organisation	Contact Number
Local authority	01978 292039
Children's Social care team	01978 292039

Private fostering

Private fostering is an arrangement made between the parent and the private foster carer, who then becomes responsible for caring for the child in such a way as to safeguard and promote their welfare.

A privately fostered child is a child under the age of 16 (18 if disabled child) who is cared for and provided with accommodation etc. For more than 28 days and where the care is intended to continue by someone other than:

- The parents
- A person who is not a parent but has parental responsibility
- A close relative
- The local Authority. '

It is statutory duty for us to inform the local authority where we are made aware of the child who may be subject to private fostering arrangements. We will do this by contacting the local authority children's social care team.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Dealing with discriminatory behaviour



Wales: NMS

16.1 - 16.3

At Caego Day Nursery we do not tolerate discriminatory behaviour and take action to tackle discrimination. We believe that parents* have a right to know if discrimination occurs and what actions the nursery will take to tackle it. We follow our legal duties in relation to discrimination and record all incidents any perceived or actual relating to discrimination on any grounds and report these where relevant to children's parents and the registering authority.

Definition and legal framework

Types of discrimination

- **Direct discrimination** occurs when someone is treated less favourably than another person because of a protected characteristic
- **Discrimination by association** occurs when there is a direct discrimination against a person because they associate with a person who has a protected characteristic
- **Discrimination by perception** occurs when there is a direct discrimination against a person because they are perceived to have a protected characteristic
- **Indirect discrimination** can occur where a provision or criterion or practice is in place which applies to everyone in the organisation but particularly disadvantages people who share a protected characteristic
- **Harassment** is defined as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual'
- **Third party harassment** is the harassment of employees by a third party not employed by the nursery, e.g. visitors or parents
- **Victimisation** occurs when an employee is treated badly or detrimentally because they have made or supported a complaint or raised a grievance under the Equality Act 2010 or have been suspected of doing so.

Protected characteristics

The nine protected characteristics under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity.

Incidents may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has discriminatory implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Examples of discriminatory behaviour are:

- Physical assault against a person or group of people
- Derogatory name calling, insults and discriminatory jokes
- Graffiti and other written insults (depending on the nature of what is written)
- Provocative behaviour such as wearing badges and insignia and the distribution of discriminatory literature
- Threats against a person or group of people because of the nine protected characteristics listed above
- Discriminatory comments including ridicule made in the course of discussions
- Patronising words or actions.

Our procedures

We tackle discrimination by:

- Providing inclusive early years practice where all staff are able to identify, understand and break down barriers to participation and belonging and create an ethos of equality.
- Consistently promoting mutual respect and tolerance of different faiths and beliefs to all practitioners, children and families in the setting. We value diversity and celebrate differences in children and families.
- Providing training and support around this subject to support staff understanding and confidence in challenging discriminatory practice.
- Challenging any observed instances of inequalities, discrimination and prejudice as they arise in play, conversation, books or other contexts from practitioners, children and families and follow this policy, as outlined below, to ensure that discriminatory behaviours against the protected characteristics are not tolerated within our setting
- Ensuring all children and families have a sense of belonging and they can see themselves and their families identified in the setting.
- Expecting all staff in the nursery to be aware of and alert to any discriminatory behaviour, stereotyping, bias or bullying taking place in person via an online arena
- Expecting all staff to intervene firmly and quickly to prevent any discriminatory behaviour or bullying, this may include behaviour from parents and other staff members
- Expecting all staff to treat any allegation seriously and report it to the nursery manager. Investigating and recording each incident in detail as accurately as possible and making this record available for inspection by staff, inspectors and parents where appropriate, on request. The nursery manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victim's initials may be used in the record book as information on individuals is confidential to the nursery
- Informing the parents of the child(ren) who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation
- Ensuring any online bullying or discriminatory behaviour is tackled immediately
- Informing: the parents of the children who are perpetrators and/or victims should be informed of the incident and of the outcome, where an allegation is substantiated following an investigation.

- Excluding or dismissing any individuals who display continued discriminatory behaviour or bullying but such steps will only be taken when other strategies have failed to modify behaviour. This includes any employees where any substantiated allegation after investigation will incur our disciplinary procedures (please see the policy on disciplinary procedures).

We record any incidents of discriminatory behaviour or bullying to ensure that:

- Strategies are developed to prevent future incidents
- Patterns of behaviour are identified
- Persistent offenders are identified
- Effectiveness of nursery policies are monitored
- A secure information base is provided to enable the nursery to respond to any discriminatory behaviour or bullying.

If the behaviour shown by an individual is deemed to be radicalised we will follow our procedure as detailed in our safeguarding and child protection and prevent duty and Radicalisation policies in order to safeguard children and families concerned.

Nursery staff

We expect all staff to be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of distinctions that children, staff or parents may express in the nursery.

We aim to create an atmosphere where the victims of any form of discrimination have the confidence to report such behaviour and that subsequently they feel positively supported by the staff and management of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are discriminatory, or appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. We expect all staff to use a sensitive and informed approach to counter any harassment perpetrated out of ignorance.

*for the purpose of this publication the term 'parents' will be used to describe all types of primary caregivers, such as biological and adoptive parents, foster carers and guardians.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Special consideration for employees



At Caego Day Nursery we recognise that certain employees may require special consideration during their employment.

Legal requirements

The nursery follows the legal requirements set out in The Management of Health and Safety at Work Regulations 1992 and the Equality Act 2010. This policy should be read in conjunction with our health and safety policy which has regard to any employees requiring special consideration at the commencement of employment and during the course of it.

Procedure

The nursery manager:

- Assesses any employee requiring special consideration in conjunction with the individual on induction to the nursery or when their additional learning need/disability is obtained.
- Carries out necessary risks assessments to support the employee
- Agrees with the staff member any necessary special measures such as training and supervision, arrangements, modifications and medical surveillance
- Carries out further assessments and reviews at least annually, or if and when any changes to the special circumstances or environment occur.

Additional learning needs/Disabilities

If a member of staff has an additional learning need and/or disability, we encourage them to tell us about their condition so that we can consider what reasonable adjustments or support may be appropriate.

Part-time and fixed-term work

Part-time and fixed-term employees are treated the same as comparable full-time or permanent employees and enjoy no less favourable terms and conditions (on a pro-rata basis where appropriate), unless different treatment is objectively justified.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Health and safety - general policy



Wales: NMS

10.13, 13.9, 15.16, 24.1 - 24.27

At Caego Day Nursery we provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and a safe early learning environment in which children learn and are cared for. To develop and promote a strong health and safety culture within the nursery for the benefit of all staff, children and parents and any visitors, we provide information, training and supervision. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the particular arrangements which we will make to implement our health and safety procedures are set out within this policy and we make sufficient resources available to provide a safe environment.

Legal framework

We follow all relevant legislation and associated guidance relating to health and safety within the nursery including:

- The National Minimum Standards for regulated Childcare for children up to the age of 12 years and its associated regulations
- The regulations of the Health & Safety at Work Act 1974 and any other relevant legislation such as Control Of Substances Hazardous to Health Regulation (COSHH)
- Any guidance provided by Public Health Wales, the local health protection unit, the local authority environmental health department, fire authority or the Health and Safety Executive
- We comply with regulatory reform (fire Safety) order 2005 and accompanying statutory guidance.

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practical steps are taken to ensure the health, safety and welfare of all persons using the premises.

To achieve this we will actively work towards the following objectives:

- Establish and maintain a safe and healthy environment throughout the nursery including outdoor spaces
- Establish and maintain safe working practices amongst staff and children
- Make arrangements for ensuring safety and the minimising of risks to health in connection with the use, handling, storage and transport of hazardous articles and substances
- Ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery, to avoid hazards and contribute positively to their own health and safety and to ensure that staff have access to regular health and safety training
- Maintain a healthy and safe nursery with safe entry and exit routes

- Formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises. Practice this procedure on a regular basis to enable the safe and speedy evacuation of the nursery
- Maintain a safe working environment for pregnant workers or for workers who have recently given birth including undertaking appropriate risk assessments
- Maintain a safe environment for those with special educational needs/additional learning needs and disabilities and ensure all areas of the nursery are accessible (wherever practicable)
- Provide a safe environment for students or trainees to learn in
- Encourage all staff, visitors and parents to report any unsafe working practices or areas to ensure immediate responses by the management.

We believe the risks in the nursery environment are low. To maintain the maximum protection for children, staff and parents. The nursery will:

- Ensure all entrances and exits from the building, including fire exits are clearly identifiable, free from obstruction and easily opened from the inside.
- Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment and take the necessary remedial action
- Ensure that all staff, visitors, parents and children are aware of the fire procedures and regular fire drills are carried out
- Has the appropriate fire detection and control equipment which is checked regularly to make sure it is in working order
- Ensure that all members of staff are aware of the procedure to follow in case of accidents for staff, visitors and children
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and wear protective gloves and clothing where appropriate
- Ensure there are suitable hygienic changing facilities (see infection control policy)
- Prohibit smoking/vaping on the nursery premises
- Prohibit any contractor from working on the premises without prior discussion with the manager.
- Encourage children to manage risks safely and prohibit running inside the premises unless in designated areas
- Risk assesses all electrical sockets and take appropriate measures to reduce risks where necessary and ensure no trailing wires are left around the nursery
- Ensure all cleaning materials are placed out of the reach of children and kept in their original containers
- Ensure staff wear protective clothing when cooking or serving food
- Prohibits certain foods that may relate to children's allergies, e.g. nuts are not allowed in the nursery
- Follows the EU Food Information for Food Consumers Regulations (EU FIC) by identifying the 14 allergens listed by EU Law that we use as ingredients in any of the dishes we provide to children and ensure that all parents are informed
- Follows the Allergies and allergic reactions policy for children who have allergies or have a reaction at the nursery.
- Ensures risk assessments are undertaken on the storage and preparation of food produce within the nursery
- Familiarises all staff and visitors with the position of the first aid boxes and ensure all know who the appointed first aiders are
- Provides appropriately stocked first aid boxes and checks their contents regularly
- Ensures children are supervised at all times

- Take all reasonable steps to prevent unauthorised persons entering the premises and have agreed procedure for checking the identify of visitors
- Ensures no student or volunteer is left unsupervised at any time.
- Ensure staff paediatric first aid (PFA) certificates or a list of staff who hold a current PFA certificate are on display (and/or made available to parents)

Responsibilities

Responsibility for Health and Safety in the nursery is that of Margaret Hosie or Rebecca Hosie.

The manager has overall and final responsibility for this policy being carried out at:
Caego Day Nursery, New House, Berse Road, Caego, LL12 6TP

The deputy nursery manager will be responsible in her absence.

All employees have the responsibility to co-operate with senior staff and the manager to achieve a healthy and safe nursery and to take reasonable care of themselves and others. Neglect of health and safety regulations/duties will be regarded as a disciplinary matter (see separate policy on disciplinary procedures).

Whenever a member of staff notices a health or safety issue or problem which they are not able to rectify, they must immediately report it to the appropriate person named above. Parents and visitors are requested to report any concerns they may have to the senior member of staff in the department.

Daily contact, monthly staff meetings and health and safety meetings provide consultation between management and employees, these will include health and safety matters.

Health and safety training

The person responsible for monitoring staff training is Rebecca Hosie and Gemma Walsh.

Health and safety is covered in all induction training for new staff.

Training table;

Area	Training required	Who
Paediatric First aid	Course	All staff
Dealing with blood	In house training/course	All staff and students
Safeguarding training	All staff attend level 2 safeguarding	All staff and students
Care of babies	In house training/course	At least Half of the staff working with under 2's
Risk assessment	In house training/course	All staff
Fire safety procedures	In house training	All staff and students
Use of fire extinguisher	In house training/course	All staff where possible

Food hygiene	In house training/course	Anyone involved in preparing and handling food
Allergy awareness	In house training/course	All staff and students
Manual handling	In house training/course	All staff and students
Stress awareness and management	In house training/course	All staff
Changing of nappies	In house training	All staff and students
Fire warden duties	External course	Fire Warden
Medication requiring technical or medical knowledge e.g. Epi Pen	External course	As required
Setting SENCO	External course	Setting SENCO/ALNCO
Supervision and appraisal	External course	Manager, deputy and room supervisor

At least one member of staff on duty **MUST** hold a full paediatric First Aid at Work certificate in the nursery and when on outings. All first aid qualifications should be kept up to date and renewed every three years.

All trained first aiders must be listed in the first aid policy. Our trained first aiders at work are - Gemma Walsh, Gemma Duffy & Belinda Thackaberry

Health and safety arrangements

- All staff are responsible for general health and safety in the nursery
- Risk assessments will be conducted on all areas of the nursery, including rooms, activities, outdoor areas, resources and cleaning equipment, leginella and lone working
- These are reviewed at regular intervals and when arrangements change
- All outings away from the nursery (however short) will include a prior risk assessment - more details are included in our outings policy
- All equipment, rooms and outdoor areas are checked thoroughly by staff before children access them or the area. These checks are recorded and initialled by the staff responsible. Unsafe areas are made safe where possible or the area is not used, to promote the safety of children. In these cases the manager will be notified immediately
- We provide appropriate facilities for all children, staff, parents and visitors to receive a warm welcome and provide for their basic care needs, e.g. easy to access toilet area and fresh drinking water.
- We adhere to Control Of Substances Hazardous to Health Regulation (COSHH) to ensure all children, staff, parents and visitors are safe in relation to any chemicals we may use on the premises
- All staff and students will receive appropriate training in all areas of health and safety which will includes risk assessments, manual handling and fire safety and emergency evacuation procedures. We may also use benefit risk assessments for particular activities and resources for children
- We have a clear accident and first aid policy to follow in the case of any person in the nursery suffering injury from an accident or incident

- We have a clear fire safety policy and procedure which supports the prevention of fire and the safe evacuation of all persons in the nursery. This is to be shared with all staff, students, parents and visitors to the nursery
- We review accident and incident records to identify any patterns/hazardous areas
- All health and safety matters are reviewed informally on an ongoing basis and formally every six months or when something changes. Staff and parents will receive these updates, as with all policy changes, as and when they happen
- We welcome feedback from staff and parents. They are able contribute to any policy through informal discussions, the suggestion scheme and/or during regular meetings held at nursery.

The policy is kept up to date and reviewed especially when the nursery changes in nature and size. It is revised annually, or as and when required. We therefore welcome any useful comments from members of staff, parents and visitors regarding this policy.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Overall approach to risk assessment



Wales: NMS
22.6, 24.11, 24.18, 24.25, 24.26, 24.27

At Caego Day Nursery we take all reasonable steps to ensure staff and children in our care are not exposed to risks. We promote the safety of children, parents, staff and visitors by reviewing and reducing any risks.

Risk assessments

Risk assessments document the hazards and aspects of the environment that need to be checked on a regular basis. These include who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how this will be monitored and checked and by whom.

The nursery carries out written risk assessments regularly (at least annually). These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment or new activity or experience is introduced; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance of how they manage risks.

All outings away from the nursery are individually risk assessed and adequately staffed with paediatric first aid trained practitioners. For more details please refer to the visits and outings policy.

hints and tips

Please refer to the Health and Safety Executive's 'Five Steps to Risk Assessment' <https://www.hse.gov.uk/simple-health-safety/risk/index.htm> for further support with the risk assessment process. The Five Steps to Risk Assessment publication and risk assessment templates can be downloaded from the Health and Safety Executive's website at www.hse.gov.uk

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Nappy changing Policy



Wales: NMS

A3, A6

At Caego Day Nursery we support children's care and welfare on a daily basis in line with their individual needs. All children need contact with familiar, consistent carers to ensure they can grow confidently and feel self-assured.

Our procedures meet best practice identified by the Infection Prevention and Control for Childcare Settings in Wales.

We will enable a two-way exchange between parents and key workers so that information is shared about nappy changing and toilet training in a way that suits the parents and meets the child's needs. When developmentally appropriate, we work closely with parents/carers to sensitivity support toilet training in a way that suits the individual needs of the child and ensures consistency between home and nursery.

We will use appropriate designated facilities for nappy changing which meet the following criteria:

- Facilities are separate to food preparation and serving areas and children's play areas;
- Changing mats are waterproof and have a sealed plastic covering. They are frequently checked for cracks or tears. If cracks or tears are found, the mat will be discarded. Disposable towels/roll should be placed on top of the changing mat for added protection;
- Clean nappies are stored in a clean dry place; soiled nappies are placed in a 'nappy sack' or plastic bag before being placed in the OUTSIDE bin. Bins are foot-pedal operated, regularly emptied and placed in an appropriate waste collection area

For any non-prescription cream for skin conditions e.g. Sudocrem each child has their own creams and lotions. These are supplied by the parent/guardian and must be clearly labelled with the child's name. Prior written permission is obtained from the parent. When applying creams for rashes, a gloved hand is used.

Staff changing nappies will:

- Use a new disposable apron and pair of gloves for each nappy change and always wash hands before and after using gloves.
- Clean disinfect and dry mats thoroughly after each nappy change; disposable towels/roll must be discarded after each nappy change.
- Ensure they have all the equipment they need and access to fresh water before each nappy change.
- Keep nappy bags, gloves and aprons out of reach of babies and children.

Reusable nappies

The procedures above are followed where children wear reusable nappies, in addition we:

Ask parents for a demonstration for fitting the nappy correctly

Dispose of the reusable nappies liner, and place in a nappy bag (and disposed of as per disposable nappies in a nappy bag).

Store the used nappies in a sealable wet bag (including a waterproof interior and sealed prevents any smells escaping) away from children

We wish to ensure the safety and welfare of the children whilst being changed and safeguard against any potential harm as well as ensuring the staff member involved is fully supported and able to perform their duties safely and confidently. We aim to support all parties through the following actions:

- Promoting consistent and caring relationships through the key workers system in the nursery and ensuring all parents understand how this works
- Using this one-to-one time as a key opportunity to talk to children and help them learn, e.g. through singing and saying rhymes during the change
- Ensuring that the nappy changing area is inviting and stimulating and change this area regularly to continue to meet children's interests
- Ensuring all staff undertaking nappy changing have suitable enhanced DBS checks
- Training all staff in the appropriate methods for nappy changing
- Ensuring that no child is ever left unattended during the nappy changing time
- Making sure staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted and that students only change nappies with support and close supervision of a qualified member of staff.
- Conducting thorough inductions for all new staff to ensure they are fully aware of all nursery procedures relating to nappy changing
- Ensuring hygiene procedures are followed appropriately, e.g. hands washed before and after nappies are changed and changing mats cleaned before and after each use
- Following up procedures through supervision meetings and appraisals to identify any areas for development or further training.
- Working closely with parents on all aspects of the child's care and education as laid out in the parent and carers as partners policy. This is essential for any intimate care routines which may require specialist training or support. If a child requires specific support the nursery will arrange a meeting with the parent to discover all the relevant information relating to this to enable the staff to care for the child fully and meet their individual needs
- Ensuring all staff have an up-to-date understanding of child protection and how to protect children from harm. This includes identifying signs and symptoms of abuse and how to raise these concerns as set out in the child protection policy
- Balancing the right for privacy for the children with the need for safeguarding children and adults by making sure intimate care routines do not take place behind closed doors
- Operating a whistleblowing policy to help staff raise any concerns relating to their peers or managers; and helping staff develop confidence in raising concerns as they arise in order to safeguard the children in the nursery
- Conducting working practice observations of all aspects of nursery operations to ensure that procedures are working in practice and all children are supported fully by the staff. This includes all intimate care routines

- Conducting regular risk assessments of all aspects of nursery operations including intimate care and reviewing the safeguards in place. The nursery has assessed all the risks relating to intimate care routines and has placed appropriate safeguards in place to ensure the safety of all involved.

If any parent or member of staff has concerns or questions about nappy changing procedures or individual routines please see the manager at the earliest opportunity.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Visits and outings



Wales: NMS

15.4, 24.1, 24.25

At Caego Day Nursery we offer children a range of local outings including walks and visits off the premises. We believe that planned outings and visits complement and enhance the learning opportunities inside the nursery environment and extend children's experiences. We always seek parents' written permission for children to be included in such outings.

Procedures

Visits and outings are carefully planned using the following procedures along with any local/national guidelines, whatever the length or destination of the visit:

- A pre-visit checklist and full risk assessment and outings plan will always be carried out by a senior member of staff before the outing to assess the risks or hazards which may arise for the children, and identify steps to be taken to remove, minimise and manage those risks and hazards. We will endeavour to visit the venue prior to the visit. This will ensure that the chosen venue is appropriate for the age, stage and development of the children
- Staff supervising outings hold at least a level 3 qualification
- Written permission will always be obtained from parents before taking children on trips
- We provide appropriate staffing levels for outings dependent on an assessment of the safety and the individual needs of the children
- At least one member of staff will hold a valid and current paediatric first aid certificate and this will be increased where risk assessment of proposed activity deems it necessary
- We designate one member of staff to be the outing leader, this may be the most senior member of staff attending and it will be their role to take the lead in the event of any emergencies/incidents (see lost child procedure and Outings policy)
- A fully stocked first aid box will always be taken on all outings along with any special medication or equipment required
- A completed trip register together with all parent and staff contact numbers will be taken on all outings
- Regular headcounts will be carried out throughout the outing. Timings of headcounts will be discussed in full with the nursery manager prior to the outing
- All staff will be easily recognisable by other members of the group; they will wear the nursery uniform and high visibility vests/jackets
- Children will be easily identified by staff when on a trip by use of a sticker system. The nursery name, number and mobile number will be displayed
- A fully charged mobile phone will be taken as a means of emergency contact
- In the event of an accident, staff will assess the situation, if required, the group will return to nursery immediately and parents will be contacted to collect their child. In the event of a serious accident an ambulance will be called at the scene, as well as parents being contacted. One member of staff will accompany the child to the hospital, and the rest of the group will return to the nursery.

Risk assessment/outings plan

The full risk assessment and outing plan will be displayed for parents to see before giving consent. This plan will include details of:

- The name of the designated person in charge - the outing leader
- The name of the place where the visit will take place
- The estimated time of arrival at the place where they are visiting and expected time they will arrive back at the nursery.
- The number of children, age range of children, the ratio of staff to children, children's individual needs and the group size
- The equipment needed for the trip i.e. first aid kit, mobile phone, coats, safety reins, pushchairs, rucksack, packed lunch etc.
- Staff emergency contact numbers
- Method of transportation and travel arrangements (including the route)
- Financial arrangements
- Emergency procedures
- The name of the designated first aider and the first aid provision
- Links to the child's learning and development needs.

Use of vehicles for outings

- All staff members shall inform parents in advance of any visits or outings involving the transportation of children away from the nursery
- The arrangements for transporting children will always be carefully planned and where necessary additional people will be recruited to ensure the safety of the children. This is particularly important where children with disabilities are concerned
- All vehicles used in transporting children are properly licensed, inspected and maintained. Regular checks are made to the nursery vehicle e.g. tyres, lights etc. and a logbook of maintenance, repairs and services is maintained
- The nursery vehicle is to be kept in proper working order, is fully insured for business use and is protected by comprehensive breakdown cover
- Drivers of vehicles are adequately insured
- All vehicles used are fitted to the supplier's instructions with sufficient numbers of safety restraints appropriate to the age/weight of the children carried in the vehicle. Any mini buses/coaches are fitted with 3-point seat belts
- When we use a mini bus, we check that the driver is over 21 years of age and holds a Passenger Carrying Vehicle (P.V.C) driving licence. This entitles the driver to transport up to 16 passengers
- When children are being transported, we maintain ratios.

When planning a trip or outing using vehicles, records of vehicles and drivers including licences, MOT certificates and business use insurance are checked. If a vehicle is used for outings the following procedures will be followed:

- Ensure seat belts, and car seats are appropriate to the age, weight or height of the child are used.
- Ensure the maximum seating is not exceeded
- All children will be accompanied by a registered member of staff
- No child will be left in a vehicle unattended
- Extra care will be taken when getting into or out of a vehicle
- The vehicle will be equipped with a fire extinguisher and emergency kit containing warning triangle, torch, blankets, wheel changing equipment etc.

Lost children

In the event of a child being lost, the Lost Child Procedure will be followed. Any incidents or accidents will be recorded in writing and CIW will be contacted and informed of any incidents.

There may be opportunities for parents to assist on outings. The manager will speak to parents prior to the visit regarding health and safety and code of conduct.

In the event of an emergency (including a terrorist attack)

In the event of an emergency whilst out on a visit, we encourage staff to find a safe haven and remain there until the danger passes. Each outing will have a detailed risk assessment, which covers all these risks and is planned ahead.

This could cover other issues such as extreme weather, emergency (such as ill or injured child) etc..

We will contact all parents to let them know everything is ok as soon as it is safe to do so.

Further information can be found at:

<https://www.npcc.police.uk/NPCCBusinessAreas/weaponattackstaysafe.aspx>

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Lost child procedure from nursery



Wales: NMS

5.1

At Caego Day Nursery we take all reasonable steps to ensure the safety of children on the premises, we only release children into the care of individuals who have been notified to us by the parent and have safety systems in place to ensure that children do not leave the premises unsupervised

In the unlikely event of the child going missing/from the nursery, we have the following procedure which will be implemented immediately:

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The nursery manager will be informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate thorough search of the nursery, followed by a search of the surrounding area, whilst ensuring that some staff remain with the other children so they remain supervised, calm and supported throughout
- The manager will call the police as soon as they believe the child is missing and follow police guidance. The parents of the missing child will also be contacted
- A second search of the area will be carried out
- During this period, available staff will be continually searching for the missing child, whilst other staff maintain as near to normal routine as possible for the rest of the children in the nursery
- The manager will meet the police and parents
- The manager will then await instructions from the police
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- CIW must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced

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Lost child procedure from outings



Wales: NMS

5.1

At Caego Day Nursery we take all reasonable steps to ensure children are kept safe while on outings, we assess the risks and hazards that may arise for children and identify steps to remove, minimise and manage those risks or hazards. This includes the consideration of adult to child ratios and carrying out regular head counts of children throughout any outing or visit.

In the unlikely event of a child going missing whilst on an outing we have the following procedure which we implement.

- All staff will be aware of the procedure when a child goes missing and supply information to support the search, e.g. a recent photograph and a detailed description of clothing
- The designated person in charge or most senior member of staff is informed immediately and all staff present will be informed. Some staff will be deployed to start an immediate search of the area, ensuring that all other children remain supervised, calm and supported throughout.
- If appropriate, on-site security will also be informed and a description given
- The designated person in charge or most senior member of staff will immediately inform the police
- The designated person in charge or most senior member of staff will then inform the nursery who will contact the child's parents/carers giving details of what has happened. If the whole nursery is on an outing, all contact details will be taken on the trip by the person in charge
- During this period, staff will be continually searching for the missing child, whilst other staff maintain the safety and welfare of the remaining children
- It will be the designated person in charge or most senior member of staff responsibility to ensure that there are adequate staff to care for the children and get them back safe, a member of staff to meet the police and someone to continue the search (this may mean contacting relief staff)
- Any incidents must be recorded in writing as soon as practicably possible including the outcome, who was lost, time identified, notification to police and findings
- In the unlikely event that the child is not found the nursery will follow the local authority and police procedure
- CIW must be contacted and informed of any incidents
- With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature to enable the chance of this reoccurring being reduced.

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Medication



Wales: NMS

11.1 - 11.8, 2.2,

At Caego Day Nursery we promote the good health of children attending nursery and take necessary steps to prevent the spread of infection (see sickness and illness and infection policies). If a child requires medicine we will obtain information about the child's needs for this, and will ensure this information is kept up to date.

We follow strict guidelines when dealing with medication of any kind in the nursery and these are set out below.

Medication prescribed by a doctor, dentist, nurse or pharmacist

(Medicines containing aspirin will only be given if prescribed by a doctor)

- Prescription medicine will only be given when prescribed by the above for to the person named on the bottle for the dosage stated
- Medicines must be clearly labelled with the child's name, in their instructions printed in english or bi-lingually, including welsh and english, and must be inaccessible to children.
- Those with parental responsibility for any child requiring prescription medication should hand over the medication to the most appropriate member of staff who will then note the details of the administration on the appropriate form and another member of staff will check these details
- Those with parental responsibility must give prior written permission for the administration of each and every medication. However, we will accept written permission once for a whole course of medication or for the ongoing use of a particular medication under the following circumstances:
 1. The written permission is only acceptable for that brand name of medication and cannot be used for similar types of medication, e.g. if the course of antibiotics changes, a new form will need to be completed
 2. The dosage on the written permission is the only dosage that will be administered. We will not give a different dose unless a new form is completed
 3. Parents must notify us IMMEDIATELY if the child's circumstances change, e.g. a dose has been given at home, or a change in strength/dose needs to be given.
- The nursery will not administer a dosage that exceeds the recommended dose on the instructions unless accompanied by written instructions from a relevant health professional such as a letter from a doctor or dentist
- The parent must be asked when the child has last been given the medication before coming to nursery and the staff member must record this information on the medication form. Similarly when the child is picked up, the parent or guardian must be given precise details of the times and dosage given throughout the day. The parent's signature must be obtained at both times
- At the time of administering the medicine, a senior member of staff will ask the child to take the medicine, or offer it in a manner acceptable to the child at the prescribed time

and in the prescribed form. (It is important to note that staff working with children are not legally obliged to administer medication)

- If the child refuses to take the appropriate medication then a note will be made on the form
- Where medication is "essential" or may have side effects, discussion with the parent will take place to establish the appropriate response.

Non-prescription medication (*these will not usually be administered*)

- The nursery will not administer any non-prescription medication containing aspirin
- The nursery will only administer non-prescription medication for a short initial period, dependant on the medication or the condition of the child. After this time medical attention should be sought
- If the nursery feels the child would benefit from medical attention rather than non-prescription medication, we reserve the right to refuse nursery care until the child is seen by a medical practitioner
- If a child needs liquid paracetamol or similar medication during their time at nursery, such medication will be treated as prescription medication with the onus being on the parent to provide the medicine
- On registration, parents will be asked if they would like to fill out a medication form to consent to their child being given a specific type of liquid paracetamol or anti-histamine in particular circumstances such as an increase in the child's temperature or a wasp or bee sting. This form will state the dose to be given, the circumstances in which this can be given e.g. the temperature increase of their child, the specific brand name or type of non-prescription medication and a signed statement to say that this may be administered in an emergency if the nursery CANNOT contact the parent
- If a child does exhibit the symptoms for which consent has been given to give non-prescription medication during the day the nursery will make every attempt to contact the child's parents. Where parents cannot be contacted then the nursery manager will take the decision as to whether the child is safe to have this medication based on the time the child has been in the nursery, the circumstances surrounding the need for this medication and the medical history of the child on their registration form.
- Giving non-prescription medication will be a last resort and the nursery staff will use other methods first to try and alleviate the symptoms (where appropriate). The child will be closely monitored until the parents collect the child.
- For non-prescription cream for skin-conditions e.g. sudocrem, prior written permission must be obtained from the parent and the onus is on the parent to provide the cream which should be clearly labelled with the child's name.
- If any child is brought to the nursery in a condition in which he/she may require medication sometime during the day, the manager will decide if the child is fit to be in nursery. If a child is staying, the parent must be asked if any kind of medication has already been given, at what time and in what dosage and this must be stated on the medication form.
- As with any kind of medication, staff will ensure that the parent is informed of any non-prescribed medicines given to the child whilst at the nursery, together with the times and dosage to be given.
- The nursery DOES NOT administer any medication unless prior consent is given for each and every medicine

Injections, pessaries, suppositories

As the administration of injections, pessaries and suppositories represents intrusive nursing, we will not administer these without appropriate medical training for every member of staff caring for this child. This training is specific for every child and not generic. The nursery will do all it can to make any reasonable adjustments including working with parents and other professionals to arrange for appropriate health officials to train staff in administering the medication.

Staff medication

All nursery staff have a responsibility to work with children only where they are fit to do so. Staff must not work with children where they are infectious or feel unwell and cannot meet children's needs. This includes circumstances where any medication taken affects their ability to care for children, for example, where it makes a person drowsy.

If any staff member believes that their condition, including any condition caused by taking medication, is affecting their ability to care for children they must inform their manager and seek medical advice. The nursery manager or registered provider will decide if a staff member is fit to work, including circumstances where other staff members notice changes in behaviour suggesting a person may be under the influence of medication. This decision will include any medical advice obtained by the individual or from an occupational health assessment.

Where staff may occasionally or regularly need medication, any such medication must be kept in the person's locker/separate locked container in the staff room or nursery room where staff may need easy access to the medication such as an asthma inhaler. In all cases it must be stored securely out of reach of the children at all times. It must not be kept in the first aid box and should be labelled with the name of the member of staff.

Storage

All medication for children must have the child's name clearly written on the original container and kept in a closed box, which is out of reach of all children.

Emergency medication, such as inhalers and EpiPens, will be within easy reach of staff in case of an immediate need, but will remain out of children's reach.

Any antibiotics requiring refrigeration must be kept in a fridge inaccessible to children.

All medications must be in their original containers, labels must be legible and not tampered with or they will not be given. All prescription medications should have the pharmacist's details and notes attached to show the dosage needed and the date the prescription was issued. This will all be checked, along with expiry dates, before staff agree to administer medication.

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Sickness and illness



Wales: NMS

2.2, 5.1, 10.1, 10.3, 10.6, 10.7

At Caego Day Nursery we promote the good health of all children attending, including oral health by:

- Asking parents to keep children at home if they are unwell. If a child is unwell it is in their best interest to be in a home environment rather than at nursery with their peers.
- Asking staff and other visitors not to attend the setting if they are unwell
- Helping children to keep healthy by providing balanced and nutritious snacks, meals and drinks
- Minimising infection through our rigorous cleaning and hand washing process (see infection control policy)
- Ensuring children have regular access to the outdoors and having good ventilation inside.
- Sharing information from the department of health that all children aged 6 months - 5 years should take daily vitamins
- Having areas for rest and sleep, where required and sharing information about the importance of sleep and how many hours young children should be having.

Our procedures

In order to take appropriate action of children who become ill and to minimise the spread of infection we implement the following procedures:

- If a child becomes ill during the nursery day, we contact their parent(s) and ask them to pick up their child as soon as possible. During this time we care for the child in a quiet, calm area with their key workers (wearing PPE), wherever possible
- We follow the guidance given to us by Infection Prevention and Control for Childcare Settings (0-5 years) Nurseries Child Minders and Playgroups and advice from our local health protection unit on exclusion times for specific illnesses, e.g. sickness and diarrhoea, measles and chicken pox, to protect other children in the nursery
- Should a child have an infectious disease, such as sickness and diarrhoea, they must not return to nursery until they have been clear for at least 48 hours. We notify the CIW as soon as possible where we have any child or staff member with food poisoning.
- We inform all parents if there is a contagious infection identified in the nursery, to enable them to spot the early signs of this illness. We thoroughly clean and sterilise all equipment and resources that may have come into contact with a contagious child to reduce the spread of infection
- We ask parents to keep children on antibiotics at home for the first 48 hours of the course (unless this is part of an ongoing care plan to treat individual medical conditions e.g. asthma and a child is not unwell), this is because it is important that children are not subjected to rigours of the nursery day, which requires socialising with other children and being part of a group setting, when they have first become ill and require a course of antibiotics.
- We have the right to refuse admission to a child who is unwell. This decision will be taken by the manager on duty and is non-negotiable

- We make information/posters about head lice readily available and all parents are requested to regularly check their children's hair. If a parent finds that their child has head lice, we would be grateful if they could inform the nursery so that other parents can be alerted to check their child's hair.

Meningitis procedure

If a parent informs the nursery that their child has meningitis, the nursery manager should contact the Health Protection Team (HPT) and CIW. The HPT will give guidance and support in each individual case. If parents do not inform the nursery, we may be contacted directly by the IC Nurse and the appropriate support will be given. We will follow all guidance given and notify the appropriate authorities including CIW where necessary.

We will follow the transporting children to hospital procedure in any cases where children may need hospital treatment

The nursery manager/staff member must:

- Inform a member of the management team immediately
- Call 999 for an ambulance immediately if the illness is severe. DO NOT attempt to transport the sick child in your own vehicle
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Follow the instructions from the 999 call handler
- Whilst waiting for the ambulance, a member of staff must contact the parent(s) and arrange to meet them at the hospital.
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

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Infection control



Wales: NMS

2.2, 5.1, 10.1, 10.3, 10.6, 10.7

At Caego Day Nursery we promote the good health of all children attending (including oral health) through maintaining high hygiene standards to help reduce the chances of infection being spread. We follow the infection Prevention and Control guidance for childcare settings (0-5 years) in Wales (Nurseries, childminding & Playgroups), which sets out when and how long children need to be excluded from settings, when treatment or medication is required and where to get further advice from.

Viruses and infections can be easily passed from person to person by breathing in air containing the virus which is produced when an infected person talks, coughs or sneezes. It can also spread through hand/face contact after touching a person or surface contaminated with viruses.

We follow the guidance below to prevent a virus or infection from spreading around the nursery.

Our staff:

- Encourage all children to use tissues when coughing and sneezing to catch germs
- Ensure all tissues are disposed of in a hygienic way and all children and staff wash their hands once the tissue is disposed of
- Develop children's understanding of the above and the need for good hygiene procedures in helping them to stay healthy
- Wear the appropriate Personal Protective Equipment (PPE) when changing nappies, toileting children and dealing with any other bodily fluids. Staff are requested to dispose of these in the appropriate manner and wash hands immediately
- Clean and sterilise all potties and changing mats before and after each use
- Clean toilets at least daily and check them throughout the day
- Remind children to wash their hands before eating, after visiting the toilet, playing outside or being in contact with any animal and explain the reasons for this
- Clean all toys, equipment and resources on a regular basis by following a comprehensive cleaning rota and using antibacterial cleanser or through washing in the washing machine
- Wash or clean all equipment used by babies and toddlers as and when needed including when the children have placed it in their mouth
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Store toothbrushes (where applicable) hygienically to prevent cross-contamination
- Immediately clean and sterilise (where necessary) any dummy or bottle that falls on the floor or is picked up by another child
- Provide labelled individual bedding for children that is not used by any other child and wash this at least once a week
- Ask parents and visitors to remove all outdoor footwear or use shoe covers when entering rooms where children may be crawling or sitting on the floor

- Where applicable wear specific indoor shoes or slippers whilst inside the rooms and make sure children wear them as well
- Follow sickness and illness policy when children are ill to prevent the spread of any infection in the nursery. Staff are also requested to stay at home if they are ill and/or are contagious.

In addition:

The nursery manager retains the right of refusal of all children, parents, staff and visitors who are deemed contagious and may impact on the welfare of the rest of the nursery

- Parents will be made aware of the need for these procedures in order for them to follow these guidelines whilst in the nursery
- Periodically each room in the nursery will be deep cleaned including carpets and soft furnishings to ensure the spread of infection is limited. This will be implemented earlier if the need arises
- In the event of an infection outbreak the nursery will, where appropriate, undertake a deep clean to ensure the spread of infection is contained
- We will follow government health guidance, as well as seeking legal advice and information from our insurers, or any national outbreak of a virus/pandemic and keep parents informed of any course of action. Each specific circumstance will differ and to ensure we take the most appropriate action; we will treat each case on an individual basis
- In addition, where contagious outbreaks occur, we will adopt Government guidance for all visitors to minimise the risk of further spreading of the infection.
- The nursery will ensure stocks of tissues, hand washing equipment, cleaning materials and sterilising fluid are maintained at all times. These will be increased during the winter months or when flu and cold germs are circulating.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Promoting positive behaviour



Wales: NMS

2.2, 6.8, 9.1 - 9.9

At Caego Day Nursery we believe that children flourish best when they feel safe and secure and have their needs met by supportive practitioners who act as good role models, show them respect and value their individual personalities. Children are supported through co-regulation, where adults and children work together towards a common purpose, including finding ways to resolve upsets from stress in any domain and return to balance leading onto a path to self-regulation. The nursery encourages and praises positive, caring and polite behaviour at all times and provides an environment where children learn to respect themselves, other people and their surroundings.

We implement the early years curriculum supporting children to develop their personal, social and emotional development. This involves helping children to understand their own and others feelings, and begin to regulate their behaviour. We support children to do this through working together with parents, having consistent approaches and age/stage appropriate boundaries. We help build confidence and self-esteem by valuing all children and giving lots of praise and encouragement.

To support positive behaviour in our setting, we aim to:

- Recognise the individuality of all our children
- Provide a warm, responsive relationship where children feel respected, comforted and supported in times of stress, and confident that they are cared for at all times
- Understand that certain behaviours are a normal part of some young children's development e.g. biting
- Encourage self-regulation, consideration for each other, our surroundings and property
- Encourage children to participate in a wide range of group activities to enable them to develop their social skills
- Ensure that all staff act as positive role models for children
- Encourage parents, carers and other visitors to be positive role models work in partnership with parents/carers by communicating openly.
- Praise children and acknowledge their positive actions and attitudes, therefore ensuring that children see that we value and respect them
- Encourage all staff working with children to accept their responsibility for implementing the goals in this policy and to be consistent
- Promote non-violence and encourage children to deal with conflict peacefully
- Provide a key worker system enabling staff to build a strong and positive relationship with children and their families
- Provide activities and stories to help children learn about accepted behaviours, including opportunities for children to contribute to decisions about accepted behaviour where age/stage appropriate

- Support and develop children's understanding of different feeling and emotions, self-regulation and empathy as appropriate to stage of development. This includes using strategies, naming and talking about their feelings and ways to manage them.
- Have a named person who has overall responsibility for promoting positive behaviour and behaviour support.

The named person for promoting and supporting behaviour is Lisa Riley, it is their role to:

- Advise other staff on any behaviour concerns
- Liaise with the settings designated person for additional learning needs where a child requires further support or there are concerns about the impact of the behaviour on a child's education and care.
- Keep up to date with legislation and research relating to promoting positive behaviour, along with each room leader.
- Support changes to policies and procedures in the nursery
- access relevant sources of expertise where required and act as a central information source for all involved
- Attend regular external training events, and ensure all staff attend relevant in-house or external training for behaviour management. We keep a record of staff attendance at this training.

Our nursery rules are concerned with safety and care and respect for each other. We keep the rules to a minimum and ensure that these are age and stage appropriate. We regularly involve children in the process of setting rules to encourage cooperation and participation and ensure children gain understanding of the expectations of behaviour relevant to them as a unique child.

Children who are displaying distressed or challenging behaviour, for example, by physically abusing another child or adult e.g. biting or through verbal bullying, are helped to talk through their feelings and actions through co-regulation, before thinking about the situation and apologising where appropriate. We make sure that the child who has been upset is comforted. We always acknowledge when a child is feeling angry or upset and that it is the behaviour that is not acceptable, not the child or their feelings.

Our promoting positive behaviour procedure is:

- We support all children to develop positive behaviour, and we make every effort to provide for their individual needs.
- We never use or threaten to use physical punishment or corporal punishment, such as smacking or shaking, or use or threaten any punishment that could adversely affect a child's well-being
- We only use physical intervention (where practitioners may use reasonable force to prevent children from injuring themselves, others or damaging property) for the purpose of averting immediate danger or personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. We keep a record of any occasions where physical intervention is used and inform parents on the same day, or as reasonably practicable
- We recognise that there may be times where a child is displaying challenging or distressed behaviour may need individual techniques to restrain them to prevent a child from injuring themselves or others. This will only be carried out by staff who have been appropriately trained to do so. Any restraints will only be done following recommended

guidance and training and only with a signed agreement from parents on when to use it. We will complete an incident form following any restraints used and notify the parents

- We do not single out children or humiliate them in any way. Where children are displaying challenging behaviour they will, wherever possible, be distracted and re-directed to alternative activities. Discussions with children will take place as to why their behaviour was not acceptable, respecting their level of understanding and maturity
- Staff do not raise their voices (other than to keep children safe)
- In any case of challenging behaviour, we always make it clear to the child or children in question, that it is the behaviour and not the child that is unwelcome
- We decide on particular strategies to support different types of behaviour depending on the child's age, level of development and the circumstances surrounding the behaviour. This may involve asking the child to talk and think about what he/she has done. All staff support children in developing empathy and children will only be asked to apologise if they have developed strong empathy skills and have a good understanding of why saying sorry is appropriate
- We help staff to reflect on their own responses towards behaviours that challenge to ensure that their reactions are appropriate
- We inform parents if their child's behaviour is unkind to others or if their child has been upset. In all cases we deal with behaviour that challenges in nursery at the time. We may ask parents to meet with staff to discuss their child's behaviour, so that if there are any difficulties we can work together to ensure consistency between their home and the nursery. In some cases we may request additional advice and support from other professionals, such as an educational psychologist
- We support children in developing non-aggressive strategies to enable them to express their feelings and emotions
- We keep confidential records on any behaviour that challenges that has taken place. We inform parents and ask them to read and sign any incidents concerning their child
- Through partnership with parents and formal observations, we make every effort to identify any behavioural concerns and the causes of that behaviour. From these observations and discussions we will implement an individual behaviour support plan where a child's behaviour involves aggressive actions towards other children and staff, for example hitting, kicking etc. The manager will complete risk assessments identifying any potential triggers or warning signs ensuring the safety of other children and staff at all times.

We recognise that children need their own time and space and that it is not always appropriate to expect a child to share. We believe it is important to acknowledge each child's feelings and to help them understand how others might be feeling.

At our nursery, staff follow the procedure below to enable them to deal with behaviour that challenges:

- Staff are encouraged to ensure that all children feel safe, happy and secure
- Staff are encouraged to recognise that active physical aggression in the early years is a part of the child's development and that it should be challenged in a positive way.
- Children are helped to understand that using aggression to get things is inappropriate and they will be encouraged to resolve problems in other ways
- Staff will initiate games and activities with children when they feel play has become overly boisterous or aggressive, both indoors and outdoors.
- We will ensure that this policy is available for staff and parents and it will be shared at least once a year to parents and staff.

- Staff and parents are also welcomed to review and comment on the policy and procedure.
- If any parent has a concern about their child, a member of staff will be available to discuss those concerns. Working together can ensure our children feel confident and secure in their environment, both at home and in nursery.
- All concerns will be treated in the strictest confidence

Anti-bullying

We encourage children to recognise that bullying, fighting, hurting and discriminatory comments are not acceptable behaviour. We want children to recognise that certain actions are right and that others are wrong.

Bullying takes many forms. It can be physical, verbal or emotional, but it is always a repeated behaviour that makes other people feel uncomfortable or threatened. We acknowledge that any form of bullying is unacceptable and will be dealt with immediately while recognising that physical aggression is part of children's development in their early years. Staff will intervene when they think a child is being bullied, however mild or harmless it may seem, and sensitively discuss any instance of bullying with the parents of all involved to look for a consistent resolution to the behaviour.

By promoting positive behaviour, valuing co-operation and a caring attitude, we hope to ensure that children will develop a positive sense of self, have confidence in their own abilities, make good friendships, co-operate and resolve conflicts peaceably. These will provide them with a secure platform for their later life.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Biting



At Caego Day Nursery we follow a positive behaviour policy at all times. However we understand that children may use certain behaviours such as biting to communicate their feelings and needs. Biting is a common type of behaviour that some children use to help make sense of the world around them, and to manage interactions with others. It can be triggered when they do not have the words to communicate their anger, frustration or need. It can also be used to fulfil an oral stimulation need, such as during periods of teething, or developmental exploration. Sometimes biting can be due to a special Educational need/Additional learning Need and/or disability.

- The nursery uses the following strategies to help prevent biting:
- Individual one to one and small group times so that each child is receiving positive attention
- Quiet cosy areas for children who are feeling overwhelmed to go to
- Stories, puppets and discussion about emotions and feelings, including activities and stories that help support children to recognise feelings and empathise with characters and events.
- Additional resources for children who have oral stimulation needs, such as biting rings
- Vigilant staff that know the children well and are able to identify where children need more stimulation or quiet times
- Adequate resources are provided and, where possible, more than one resource or toy is provided to minimise conflict.

Every child is treated as an individual and we work with families to support all children's individual needs. With this in mind, it will be necessary to implement different strategies depending on the needs of the child carrying out the biting.

In the event of a child being bitten we use the following procedures.

The most relevant staff member(s) will:

- Comfort any child who has been bitten and check for any visible injury. Administer any paediatric first aid where necessary and Complete an accident form once the child is settled again. If deemed appropriate the parents will be informed via telephone. Staff will continue to observe the bitten area for signs of infection. For confidentiality purposes and possible conflict we do not disclose the name of the child who has caused the bite to the parents
- Tell the child who has caused the bite in terms that they understand that biting (the behaviour and not the child) is unkind and show the child that it makes staff and the child who has been bitten sad.
- Ask the child what they can do to make the 'child that has been bitten' feel better (this could be fetching them a toy or sharing toys with them, a rub on the back etc.)
- Complete an incident form to share with the parents at the end of the child's session
- If a child continues to bite, carry out observations to try to distinguish a cause, e.g. tiredness or frustration

- Arrange for a meeting with the child's parents to develop strategies to prevent the biting behaviour. Parents will be reassured that it is part of a child's development and not made to feel that it is their fault
- In the event of a bite breaking the skin and to reduce the risk of infection from bacteria, give prompt treatment to both the child who has bitten and the child who has been bitten
- If a child or member of staff sustains a bite wound where the skin has been severely broken arrange for urgent medical attention after initial first aid has been carried out.

In cases where a child may repeatedly bite and/or if they have a particular special educational need / additional learning need or disability that lends itself to increased biting, for example in some cases of autism where a child doesn't have the communication skills, the nursery manager will carry out a risk assessment and may recommend immunisation with hepatitis B vaccine for all staff and children.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Concerns, Complaints and compliments Policy



Wales: NMS

19.1 - 19.7

At Caego Day Nursery we strive to provide the highest quality of care and education for our children and families, and believe that all parents should be treated with care, courtesy and respect.

The information provided to prospective parents about the nursery includes a copy of the concerns, complaints and compliments policy.

We hope that at all times parents are happy and satisfied with the quality and service provided, and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding children and child Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader. If it is not resolved, we ask them to discuss this verbally with the manager. If the concern is about the Registered person (Rebecca Hosie or Margaret Hosie) and cannot be resolved, they are able to contact the ombudsman or CIW.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the NMS requirements and its associated regulations. The complainant will be notified, in writing, of the investigation. The period for resolution may be extended by up to a further 14 days if necessary. The manager will document the complaint fully and the actions taken in relation to it in the complaints book (most complaints are usually resolved at stage 1 or 2).

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the Registered person (Margaret Hosie & Rebecca Hosie), manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

Parents are informed that they have the right at any time to complain to the local authority which has arranged for the provision of the day care for the particular child, and that they have the right at any time to complain to CIW. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

If, at any time, we are made aware that the subject of a complaint at any stage in the above process is also covered in a concurrent investigation or legal proceeding (including court proceedings, criminal investigations or investigations by regulatory bodies) we may suspend the above complaints proceedings, if we believe it would compromise or prejudice those concurrent actions.

We will notify the parent of the suspension of the complaint and the reasons for this. We will maintain regular contact with the parent and any external bodies involved in concurrent complaints and investigations to monitor progress. Once any concurrent investigations or actions have concluded, or there is no risk of them being compromised, we will resume the consideration of the complaint and notify the parent.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to CIW on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for the CIW:

If you want to make a complaint or raise a concern, further information is available on the CIW website: <http://careinspectorate.wales/contact-us/raise-concern>

To raise a concern

If you have a specific concern about the safety and quality of a care service in Wales, you can:

Submit your concern via the CIW web form: <https://careinspectorate.wales/contact-us/raise-concern>

Telephone CIW on; 03007900126 option 2

If you are concerned someone may be at risk of harm, abuse or neglect, you should contact social services in your area to report a safeguarding concern. Visit the Welsh Government website for contact details.

If you report a safeguarding concern about a care service, inform CIW too.

Contact details for the CIW

Care Inspectorate Wales

Telephone; 0300 79—126

Email; ciw@gov.wales

Post; Welsh Government office, Sarn Mynach, Llandudno Junction, LL13 9RZ

Twitter - @care wales

Facebook - Care inspectorate Wales

Contact details for the Ombudsman:

By phone 0300 7900203

Email; ask@ombudsman-wales.org.uk

Website; www.ombudsman-wales.org.uk

Post; Public Services Ombudsman for Wales 1 Ffrondd yr Hen Gae Pencoed CF35 5LJ

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents/carers of children attending on a regular basis.

Children are made aware of the policy, which is displayed within the setting, and can request a copy at any time. The children are reminded of the policy and that they have a voice and of they have any concerns or issues they can approach the nursery manager Rebecca Hosie or any otehr member of staff. All children will be listened to and the internal complaints procedure will be followed.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Data Protection and Confidentiality Policy



Wales: NMS

6.6, 10.7

GDPR Policy

At Caego Day nursery we recognise that we hold sensitive/confidential information about children and their families and the staff we employ. This information is used to meet children's needs, for registers, invoices and emergency contacts. We store all records in a locked cabinet or on the official computer with files that are password protected in line with data protection principles. Any information shared with the staff team is done on a 'need to know' basis and treated in confidence. This policy works alongside the Privacy Notice to ensure compliance under General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) and Data Protection Act 2018.

Legal requirements

- We follow the legal requirement set out in the National Minimum Standards and associated regulations about the information we must hold about registered children and their families and the staff working at the nursery.
- We follow the requirements of the General Data protection Regulation (regulation (EU) 2016/679 (GDPR), Data Protection 2018 and the freedom of Information Act 2000 with regard to the storage of data and access to it.
- Under National Minimum standards all parents will be notified if a child attending the setting or anyone on the premises (e.g. staff or family member) has been diagnosed as having a significant infectious disease (e.g. chicken pox, impetigo) maintaining individual as appropriate

Procedures

- It is our intention to respect the privacy of children and their families and we do so by:
- Storing confidential records in a locked filing cabinet or on the office computer with files that are password protected.
- Ensuring staff, student and volunteer inductions include an awareness of the importance of the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. This includes ensuring that information about the child and family is not shared outside of the nursery other than with the relevant professionals who need to know the information. It is not shared with friends and family, or part of any social discussions outside of the setting. If staff breach any confidentiality provisions, this may result in disciplinary action and, in serious cases, dismissal. Students on placement in the nursery are advised of our confidentiality policy and required to respect it.
- Ensuring that all staff, volunteers and students are aware that information about children and families is confidential and only for the use within the nursery and to support the child's best interests with parental permission.

- Ensuring that parents have access to files and records of their own children but not to those of any other child, other than where relevant professionals such as the police or local authority children's social care team decide this is not in the child's best interest
- Ensuring all staff are aware that this information is confidential and only for use within the nursery setting. If any of this information is requested, for whatever reason, the parents' permission will always be sought other than in the safeguarding circumstances above.
- Ensuring staff do not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs
- Ensuring staff, students and volunteers are aware of and follow our social networking policy in relation to confidentiality.
- Ensuring issues concerning the employment of staff remain confidential to the people directly involved with making personnel decisions
- Ensuring any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a 'need to know' basis. If, however, a child is considered at risk, our safeguarding/child protection policy will override confidentiality.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child.

General Data Protection Regulation (Regulation (EU) 2016/679 (GDPR) compliance.

In order to meet our requirements under GDPR we will also undertake the following:

1. We will ensure our terms and conditions, privacy and consent notices are easily accessed and/or made available in accurate and easy to understand language.
2. We will use your data to ensure the safe, operational and regulatory requirements of running our nursery. We will not share or use your data for other purposes. Further detail can be found in our GDPR Policy
3. Everyone in our nursery understands that people have the right to access their records or have their records amended or deleted (subject to other laws and regulations).
4. We will ensure staff have due regard to the relevant data protection principles, which allow them to share (and withhold) personal information, as provided for in the Data protection Act 2018 and the GDPR. This includes:
 - Being confident of the processing conditions which allows them to store and share information for safeguarding purposes, including information which is sensitive and personal, and should be treated as 'special category personal data'
 - Understanding that 'safeguarding of children and individuals at risk' is a processing condition that allows practitioners to share information will enhance the safeguarding of a child in a timely manner, but it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent, or if to gain consent would place a child at risk.

Staff and volunteer information

All information and records relating to staff/volunteers will be kept confidentially in a locked cabinet.

Individual staff may request to see their own personal file at any time.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Health and Safety in the Office



At Caego Day Nursery we take the welfare of our employees seriously and put safeguards in place to help protect the health and safety of all employees. This includes any staff who are required to undertake office duties as part of their role including those that may involve sitting at a computer.

We carry out risk assessments to assess any health and safety risks to employees carrying out office duties and provide appropriate equipment for their role.

Staff using computers can help to prevent health problems in the office by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of the screen
- Maintaining a good posture
- Avoiding repetitive and awkward movements by using a copyholder and keeping frequently used items within easy reach
- Changing position regularly
- Using a good keyboard and mouse technique with wrists straight and not using excessive force
- Making sure there are no reflections or glare on screens by carefully positioning them in relation to sources of light
- Adjusting the screen controls to prevent eyestrain
- Keeping the screen clean
- Reporting to their manager any problems associated with use of the equipment
- Planning work so that there are breaks away from the workstation.

Seating and posture for typical office tasks:

Good lumbar support from the office seating

- Seat height and back adjustability
- No excess pressure on underside of thighs and backs of knees
- Foot support provided if needed
- Space for postural change, no obstacles should be under the desk
- Forearms approximately horizontal
- Minimal extensions, flexing or straining of wrists
- Screen height and angle should allow for comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing.

If an employee requires additional support, please let the manager know as soon as possible

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Fire Safety



Wales: NMS

24.19, 24.21 - 24.24

At Caego Day Nursery take reasonable steps to ensure the safety of children, staff and others on the nursery premises in the care of a fire or other emergency through our fire safety policy and Emergency evacuation procedures.

We comply with the regulatory Reform (fire Safety) order 2005 and accompanying statutory guidance.

The Manager/ designated fire marshall is Rebecca Hosie

We ensure the nursery premises are compliant with fire safety regulations including following any major changes or alterations to the premises. Any recommendations made by the fire and rescue service are complied with. The Manager ensures we have all the appropriate fire detection and control equipment(e.g. fire alarms, smoke detectors, fire blankets and/or fire extinguishers). It is in working order and seeks advice from the fire and rescue service as necessary.

They also have overall responsibility for the fire drill and evacuation procedures. These are carried out and recorded for each group of children every three months or as and when a large change occurs e.g. large intake of children or a new member of staff joins the nursery. These drills are planned to occur at different times of the day and on different days to ensure evacuations are possible under different circumstances and all children and staff participate in the rehearsals.

All staff receive fire safety training and evacuation (including as part of induction) to help them understand their roles and responsibilities. This includes the steps they must take to ensure the safety of children, for example keeping fire doors free from obstruction, how to safely evacuate the children and where the evacuation meeting point is situated. Each room has a specific evacuation meeting point is situated. Each room has a specific evacuation plan, which includes information such as evacuating non-mobile babies and using alternative exits depending on where the fire may be situated.

The manager checks fire detection and control equipment and fire exits in line with the timescales in the checklist below.

Fire checklist

	Who checks	How often	Location
Escape route/fire exits (all fire exits must be clearly identifiable)	All Staff	Daily	One in each department
Emergency lighting	All staff	Whenever necessary	Each room
Fire extinguishers and blankets	Mike Howell	Yearly or whenever necessary	Situated around the site
Fire alarms	All staff	Monthly	
Fire doors closed, in good repair, doors free of obstruction and easily opened from the inside	All staff	Daily basis	In each department

A deputy fire marshal is appointed to over this role when the fire marshal is absent.

Registration

An accurate record of all staff and children present in the building must be kept at all times; children/staff must be marked in and out on arrival and departure. An accurate record of visitors is kept in the visitor's book. These records are taken out along with the register and emergency contacts list in the event of a fire.

No smoking/vaping policy

The nursery operates a strict no smoking policy - please see this separate policy for details.

Fire drill procedure

On discovering a fire:

- Calmly raise the alarm by breaking the alarm glass
- Immediately evacuate the building under guidance from the team leaders
- Using the nearest accessible exit lead the children out, assemble at fire point on car park
- Close all doors behind you wherever possible
- Children must demonstrate doing wriggly worms as in the case of a real fire children are aware that they must stay low.
- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for
- Wait for emergency services and report any unaccounted persons to the fire service/police.

If you are unable to evacuate safely:

- Stay where you are safe

- Keep the children calm and together
- Wherever possible alert the manager of your location and the identity of the children and other adults with you.

The manager or team leader is to:

- Pick up the children's register, staff register, mobile phone, keys, visitor book and fire bag/evacuation pack (containing emergency contacts list, nappies, wipes and blankets)
- Telephone emergency services: dial 999 and ask for the fire service
- In the fire assembly point area -check the children against the register
- Account for all adults: staff and visitors
- Advise the fire service of anyone missing and possible locations and respond to any other questions they may have.

Remember

- Do not stop to collect personal belongings on evacuating the building
- Do not attempt to go back in and fight the fire
- Do not attempt to go back in if any children or adults are not accounted for.

This policy is updated at least annually in consultation with staff and/or after a fire evacuation practice and/or fire.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Safety Checks



Wales: NMS

22.6, 24.11, 24.18, 24.25, 24.26, 24.27
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At Caego Day Nursery we take reasonable steps to ensure the safety of children, staff and others on the premises carrying out safety checks on a regular basis in accordance with the timescales set out in the nursery checklists table at the end of this policy.

These include daily safety checks of the premises, indoors and outdoors, and all equipment and resources before the children access any of the areas. The checks are recorded and show any issues and solutions.

This policy should be read in conjunction with the fire safety, risk assessments, visits and outings and the equipment and resources policy.

All staff are trained in health and safety to raise awareness. Staff know how to recognise potential hazards including near misses in the nursery environment and monitor safety at all times.

Risk assessments (refer to the overall approach to risk assessment policy)

Risk assessments document the hazard, who could be harmed, existing controls, the seriousness of the risk/injury, any further action needed to control the risk, who is responsible for what action, when/how often will the action be undertaken, and how will this be monitored and checked and by whom.

The nursery carries out written risk assessments at least annually. These are regularly reviewed and cover potential risks to children, staff and visitors at the nursery. When circumstances change in the nursery, e.g. a significant piece of equipment is introduced, or new activity/experience; we review our current risk assessment or conduct a new risk assessment dependent on the nature of this change.

All staff are trained in the risk assessment process to ensure understanding and compliance of how they manage risks.

All outings away from the nursery are individually risk assessed. For more details refer to the visits and outings policy.

Hints and tips

Please refer to the Health and Safety Executive's 'Five Steps to Risk Assessment' located in the risk assessment file in the entrance hall for further support with the risk assessment process. The Five Steps to Risk Assessment publication and risk assessment templates can be downloaded from the Health and Safety Executive's website at www.hse.gov.uk

Electrical equipment

- All electrical cables are kept out of the reach of children wherever possible and shielded by furniture where they need to be at floor level
- We take risk-based approach, considering the type of equipment and what it is being used for to make a decision whether to have certain electrical items portable appliance testing (PAT) tested (as per HSE guidance)
- Electrical sockets are all risk assessed and any appropriate safety measures are in place to ensure the safety of the children.

Mains information

Locations of:

Water stop tap: girls toilet

Gas point: to the rear of the church hall building

Fuse box; little chicks room

Main electricity box: little chicks room

In the new building all the above will be situated in the store room

Dangerous substances

All dangerous substances including chemicals **MUST** be kept in locked areas out of children's reach. All substances must be kept in their original containers with their original labels attached. Safety Data Sheets (Control of Substances Hazardous to Health (COSHH)) and risk assessments must be kept for all substances and the appropriate personal protection taken e.g. gloves, apron and goggles.

Hot drinks and food

Hot drinks must only be consumed in the staff room. No canned drinks, sweets or crisps are to be kept or consumed in the nursery rooms, unless whilst staff are on their dinner break.

Transport and outings

The nursery has a comprehensive documented policy relating to outings, which incorporates all aspects of health and safety procedures including the arrangements for transporting and the supervision of children when away from the nursery.

Room temperatures

- Staff should be aware of room temperatures in the nursery and should ensure that they are suitable at all times. There is a thermometer in each room to ensure this is monitored
- Staff must always be aware of the dangers of babies and young children being too warm or too cold
- Temperatures should not fall below 18°C in the baby rooms and 16°C in all other areas
- Where fans are being used to cool rooms, great care must be taken with regard to their positioning.

Water supplies

- A fresh drinking supply is available and accessible to all children, staff and visitors
- All hot water taps accessible to children are thermostatically controlled to ensure that the temperature of the water does not exceed 40°C.

Gas appliances

- All gas appliances are checked annually by a registered Gas Safety Register engineer
- Carbon monoxide detectors are fitted.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Manual Handling



At Caego Day Nursery we recognise that there are times when staff need to carry out manual handling especially in relation to lifting children babies and young children. Staff must all be aware and adhere to the nursery's manual handling policy to prevent or minimise any injuries that can result from poor manual handling. We instruct all staff in correct handling techniques and expect them to follow these to minimise the risks of injury.

We know that lifting and carrying babies and young children is different to carrying static loads and therefore our manual handling training reflects this. All staff will receive training in manual handling within their first year of employment and will receive ongoing training as appropriate.

Preventing injuries

As with other health and safety issues, we recognise that the most effective method of prevention is to remove or reduce the need to carry out hazardous manual handling. Wherever possible, we review the circumstances in which staff have to carry out manual handling and re-design the workplace so that items do not need to be moved from one area to another.

Where manual handling tasks cannot be avoided, for example lifting children when changing nappies, we carry out a risk assessment by examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measures.

Our manual handling assessment considers the following:

- The tasks to be carried out
- The load to be moved (including moving children)
- The environment in which handling takes place
- The capability of the individual involved in the manual handling.

We expect staff to use the following guidance when carrying out manual handling in order to reduce the risk of injury.

Planning and procedure

- Think about the task to be performed and plan the lift
- Consider what you will be lifting, where you will put it, how far you are going to move it and how you are going to get there
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task - people with health problems and pregnant women may be particularly at risk of injury
- Assess the size, weight and centre of gravity of the load to make sure that you can maintain a firm grip and see where you are going
- Assess whether you can lift the load safely without help. If not, get help or use specialist moving equipment e.g. a trolley. Bear in mind that it may be too dangerous to attempt to lift some loads

- If more than one person is involved, plan the lift first and agree who will lead and give instructions
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring
- Ensure lighting is adequate
- Control harmful loads, for instance by covering sharp edges or by insulating hot containers
- Check whether you need any Personal Protective Equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check that it fits you
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear
- Consider a resting point before moving a heavy load or carrying something any distance.

Carrying children

- If the child is old enough, ask them to move to a position that is easy to pick up, and ask them to hold on to you as this will support you and the child when lifting
- Do not place the baby/child on your hip, carry them directly in front of you in order to balance their weight equally
- Wherever possible, avoid carrying the baby/child a long distance
- Where a baby is young and is unable to hold on to you, ensure you support them fully within your arms
- Avoid carrying anything else when carrying a baby/child. Make two journeys or ask a colleague to assist you
- If a baby/child is struggling or fidgeting while you are carrying them, stop, place them back down and use reassuring words to calm the baby/child before continuing
- Students and pregnant staff members will not carry babies/children.

Position for lifting

Stand in front of the load with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move toward it or bring it nearer before starting the lift. Do not twist your body to pick it up.

Lifting

Always lift using the correct posture:

- Bend the knees slowly, keeping the back straight
- Tuck the chin in on the way down
- Lean slightly forward if necessary and get a good grip
- Keep the shoulders level, without twisting or turning from the hips
- Try to grip with the hands around the base of the load
- Bring the load to waist height, keeping the lift as smooth as possible.

Moving the baby/child or load

- Move the feet, keeping the baby/child or load close to the body
- Proceed carefully, making sure that you can see where you are going
- Lower the baby/child or load, reversing the procedure for lifting
- Avoid crushing fingers or toes as you put the baby/child or load down
- If you are carrying a load, position and secure it after putting it down

- Make sure that the baby/child or load is rested on a stable base and in the case of the child ensure their safety in this new position
- Report any problems immediately, for example, strains and sprains. Where there are changes, for example, to the activity or the load, the task must be reassessed.

The task

- Carry children or loads close to the body, lifting and carrying the load at arm's length increases the risk of injury
- Avoid awkward movements such as stooping, reaching or twisting
- Ensure that the task is well designed and that procedures are followed
- Try never to lift loads from the floor or to above shoulder height. Limit the distances for carrying
- Minimise repetitive actions by re-designing and rotating tasks
- Ensure that there are adequate rest periods and breaks between tasks
- Plan ahead. Use teamwork where the load is too heavy for one person.

The environment

- Ensure that the surroundings are safe. Flooring should be even and not slippery, lighting should be adequate, and the temperature and humidity should be suitable
- Remove obstructions and ensure that the correct equipment is available.

The individual

- Never attempt manual handling unless you have been trained and given permission to do so
- Ensure that you are capable of undertaking the task; people with health problems and pregnant women may be particularly at risk of injury.
- Where applicable and age/stage appropriate, encourage children to use steps up to the changing table for nappy changes rather than lifting. Where this is not appropriate always follow the lifting process
- Use cots with a drop down side and avoid bending to lift babies from their cot.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Healthy Workplace



Wales: NMS

12.9, 22.19 - 22.20

At Caego Day Nursery we are committed to providing a workplace which supports and encourages a healthy staff team through staff training, health and safety awareness and supervisions. We follow the Infection Prevention and control guidance for childcare settings (0-5 years) in Wales

Dress code

Staff must follow our dress code at all times.

Staff breaks

It is the responsibility of the nursery manager to ensure that all staff working six hours or more take a break of 20 minutes, 30 minutes or 60 minutes dependant on hours worked and ensuring that ratios are maintained.

Staff under 18 require a break of 30 minutes in circumstances where they work 4.5 hours a day. All breaks should be taken away from an employee's normal work area (where this is applicable).

Personal hygiene

Staff must follow the personal hygiene code at all times and encourage children to adopt the same good personal hygiene code themselves.

All hands must be washed before handling food, after using the toilet or toileting children, after playing outside, wiping noses, messy play activities and after contact with animals.

After noses have been wiped the tissue must be disposed of hygienically and hands should be washed.

Cleaning

The nursery is committed to providing a safe, happy and healthy environment for children to play, grow and learn. Cleanliness is an essential element of this practice. The nursery will be cleaned daily and regular checks will be made to the bathrooms. These will be cleaned at least once daily (more if necessary i.e. at lunch time). The nappy changing facility will be cleaned after every use and potties will be cleaned out after every use. Any mess caused throughout the day will be cleaned up as necessary to ensure that a hygienic environment is provided for the children in our care.

Kitchen

Staff are made aware of the basic food hygiene standards through appropriate training and this is reviewed every three years.

- Fridges to be cleaned out weekly

- Microwave to be cleaned after every use
- Toasters are cleaned after every use
- Oven to be cleaned out regularly and recorded
- Freezers to be cleaned out every three months and recorded
- Plates/utensils etc. Are rinsed before putting in the dishwasher and the dishwasher is cleaned out regularly and details recorded
- All cupboards to be cleaned out monthly
- Fridge and freezer temperatures must be recorded first thing in the morning by the duty manager/cook and last thing at night
- All food to be covered at all times in and out of the fridge and dated to show when each product was opened and then used in date order
- Care must be taken to ensure that food is correctly stored in fridges
- When re-heating food, it should be over 75°C, checked with the probe thermometer and recorded, then cooled down before serving. Food prepared on the premises must be checked with the probe thermometer before serving
- Food served but not used immediately should be appropriately covered and placed in the fridge/freezer within 60 minutes. If this is not followed, food should be discarded immediately
- All opened packets to be dated when opened and placed in an airtight container e.g. baby food, raisins, cereal etc.
- Blended food should be placed in suitable airtight containers, named and dated
- Surfaces to be cleaned with anti-bacterial spray
- Only appropriate coloured kitchen cloths to be used (please follow the chart on the wall). These must be washed daily on a hot wash
- Windows protected by fly guards to be opened as often as possible along with the vents
- All plugs to be pulled out of their sockets at the end of each day and switches switched off where practicable (with the exception of the fridge and freezer)
- Children must NOT enter the kitchen except for supervised cooking activities
- Doors/gates to the kitchen to be kept closed/locked at all times.
- Kitchen bins are emptied when full at the end of the day

Laundry room

- Washing machine drawers etc. Are cleaned regularly
- Tumble dryer lint filters are cleared after every use
- Staff follow HSE guidance on the safe use of tumble dryers including using the 'cool down' cycle is adequate to reduce the temperature of the items and not removing them from the dryer piled/stacked while hot but as soon as the drying/cooling cycle is complete and only using it for items that appropriate (as per washing label)
- All staff are responsible for filling/emptying the washing machine/tumbler dryer, folding clean clothing/items.

Baby room

- Bottles of formula milk will only be made up as and when the child needs them. These should be cooled to body temperature (37C) and tested with a sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely
- Following the Department of Health guidelines, we will only use recently boiled water to make formula bottles (left for no longer than 30 minutes to cool). We will not use cooled boiled water and reheat

- A designated area is available for mothers who wish to breastfeed their babies or who wish to express milk
- Labelled mother's breast milk will be stored in the fridge
- If dummies are used they will be cleaned and sterilised. This also applies to dummies which have been dropped
- All dummies will be stored in separate labelled containers to ensure no cross-contamination occurs
- Sterilisers will be washed out daily.

Nursery

- Staff must be aware of general hygiene in the nursery and ensure that high standards are kept at all times
- Regular toy washing rotas must be established in all rooms and recorded. Toys should be washed with sanitising fluid
- Floors should be cleaned during the day when necessary. Vacuum cleaner bags (where used) should be changed frequently
- Staff are requested to use the appropriate coloured mop for the task or area (see chart on wall) and mop heads should be washed in a separate wash at least weekly
- Face cloths should be washed on a hot wash after every use and not shared between children
- Low/high chairs must be cleaned thoroughly after every use. Straps and reins must be washed weekly or as required
- Every child should have its own cot sheet which should be washed at the end of every week or whenever necessary
- All surfaces should be kept clean and clutter free
- Children must always be reminded to wash their hands after using the bathroom and before meals. Staff should always encourage good hygiene standards, for example, not eating food that has fallen on the floor
- Staff are positive role models and talk to the children about good hygiene routines and why they need to wash their hands, wipe noses and cover their mouths when coughing.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Environmental Sustainable Policy



At Caego Day nursery we wish to support children to learn about sustainable practices and foster respect and care for the living and non-environment.

Children are able to develop positive attitudes and values about sustainable practices by exploring solutions to environment issues, learning about the world around them and how to protect it and watching adults role model sustainable practices.

We promote a holistic, open ended curriculum which explores ideas and practices for environmental sustainability and helps children understand the interdependence between people and the environment by:

- Helping children to explore nature through art and play
- Supporting children to experience the natural environment through natural materials like wood, stone and recycled materials
- Supporting the environment by learning how to grow and nature plants in the nursery garden and discovering all about food cycle by growing, harvesting and cooking food for our nursery menu.
- Helping children to learn about water conservation, energy efficiency and waste reduction through play-based activities and adult interactions.
- Going on nature walks and learning about plants they see in the local area
- Encouraging parents and children to walk to nursery once a week/month to raise the awareness of caring for the planet
- Developing a recycling area and encouraging children to share recycling ethos into the home environment.

As a nursery we will embed sustainability into all aspects of the operations including:

- Recycling materials for art and creative activities and encouraging parents to bring in their recycling materials for the same use
- When children take home models from recycled materials ensuring parents recycle these materials if they do not keep them
- Considering our carbon footprint when purchasing materials
- Shopping local where possible
- Turning off equipment and lights when not in use
- Using energy saving lightbulbs
- Not leaving any equipment on standby
- Unplugging all equipment at the end of its use/the day
- Using energy saving wash cycles on the washing machine
- Hanging washing out to dry or using clothes horses rather than tumble dryers where possible
- Composting food waste
- Incorporating water-wise strategies such as ensuring taps are turned off and leaks fixed
- Using rainwater butts for outdoor water play

- Recycling water from the water play to water plants outside
- Using food that we have grown in nursery meals

Working together with all parents and partners will help our environment to be more sustainable and make it a better place for our future generations to grow up in .

We assess our nursery's impact on the environment to be more sustainable and make it a better place for our future generations to grow up in.

In order to encourage children not to waste food or to play with food at mealtimes, we discourage the use of food as a play material; instead we encourage activities which involve preparing and tasting different types of food.

This policy is reviewed annually and is carefully considered in the best interests of the children, nursery and the environment.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

No Smoking/vaping policy



Wales: NMS

10.17

At Caego Day Nursery we are committed to promoting children's health and well-being. This is of the upmost importance for the nursery. Smoking and the use of e-cigarettes has proved to be a health risk and therefore in accordance with legislation, the nursery operates a strict no smoking/vaping policy within its buildings and grounds. It is illegal to smoke in enclosed places.

All persons must abstain from smoking/vaping while on the premises. This applies to staff, students, parents, carers, contractors and any other visitors to the premises.

Staff accompanying children outside the nursery are not permitted to smoke/vape. We also request that parents accompanying nursery children on outings refrain from smoking/vaping while caring for the children.

Staff must not smoke/vape while wearing nursery uniform as it is essential that staff are positive role models to children and promote a healthy lifestyle. If staff choose to smoke/vape during breaks they are asked to change into their own clothing and smoke/vape away from the main entrance.

We respect that smoking/vaping is a personal choice, although as an organisation we support healthy lifestyles. We aim to help staff and parents to stop smoking/vaping by:

- Providing factsheets and leaflets
- Providing information of local help groups
- Providing details of the NHS quit smoking helpline - www.helpmequit.wales
- Offering information regarding products that are available to help stop smoking

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Alcohol and Substance Misuse



At Caego Day Nursery we are committed to taking all necessary steps to keep children safe and well. This includes making sure that children are not exposed to adults who may be under the influence of alcohol or other substances that may affect their ability to care for them ,

This policy is in line with the health and safety at work act 1974 and the misuse of drugs act 1971. This should be read in conjunction with the safeguarding children and child protection policy, disciplinary policy and suitability of staff policy.

Alcohol

Under the Health and Safety at Work Act 1974, companies have a legal requirement to provide a safe working environment for all of their employees.

Anyone who arrives at the nursery clearly under the influence of alcohol will be asked to leave. If they are a member of staff, the nursery will investigate the matter and will initiate the disciplinary process as a result of which action may be taken, including dismissal. Staff can still be under the influence of alcohol the day after the night before and staff should be aware of this, ensuring this is not the case when starting work.

If they are a parent the nursery manager/designated safeguarding person will judge whether the parent is suitable to care for the child. This may involve calling the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children and child protection procedures. If anyone arrives at the nursery in control of a car under the influence of alcohol the police will be contacted.

Staff, students, parents, carers, visitors, contractors etc. must not bring alcohol on to the nursery premises.

Substance misuse

Anyone who arrives at the nursery under the influence of illegal drugs, or any other substance including medication, that affects their ability to care for children, they will be asked to leave the premises immediately.

If they are a member of staff, an investigation will follow which may lead to consideration of disciplinary action, as a result of which dismissal could follow.

If they are a parent the nursery manager/designated safeguarding person will judge if the parent is suitable to care for the child. This may involve calling the second contact on the child's registration form to collect them. If a child is thought to be at risk the nursery will follow the safeguarding children and child protection procedures.

The nursery manager will contact the police if anyone (including staff, students, volunteers, contractors and visitors) is suspected of being in possession of illegal drugs, if they are driving or may drive when under the influence of illegal drugs. If they are a member of staff serious disciplinary procedures will be followed.

If a member of staff is taking prescriptive medication that may affect their ability to care for children, they must seek medical advice and inform the nursery manager as soon as possible to arrange for a risk assessment to take place. This will ensure that staff members only work directly with children if medical advice confirms that the medication is unlikely to impair that staff members' ability to look after the children properly.

Any medication on the premises is stored securely, and out of reach of children, at all times.

If there are concerns around a member of staff who may have a drug or alcohol problem but there is no evidence

If the nursery suspects there may be issue with drugs or alcohol (either from observations, including poor performance, changes in behaviour and/or sickness, and/or staff feedback but there is no evidence that it is happening during working hours or that they are arriving at work under the influence of drugs or alcohol a meeting will be held with the member of staff and manager to investigate the health concerns.

Support and referral to appropriate services may be offered to the staff member, if this is considered appropriate.

Confidentiality will be maintained at all times

The staff member will be reminded of the Disciplinary policy that will apply if they attend work under the influence of drugs and alcohol.

Safeguarding children and child protection

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs and it is believed the child is at risk we will follow our safeguarding/child protection procedures, contact social services and the police.

Staff will do their utmost to prevent a child from travelling in a vehicle driven by them and if necessary the police will be called.

Where an illegal act is suspected to have taken place, the police will be called.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Equipment and Resources



Wales: NMS
4.5, 4.10, 7.2, 7.8, 10.2, 14.1, 16.3, 22.15, 23.1 - 23.7

At Caego Day Nursery we organise the premises and equipment to meet the needs of all the children. We provide a wide range of high quality equipment and resources to support the delivery of our early years curriculum, We take reasonable steps to ensure the safety of children and ensure they are not exposed to risks.

To ensure this occurs within the nursery, including in our outdoor areas, we provide:

- play equipment and resources which are safe and, where applicable, conform to the European Standards for Playground Equipment: EN 1176 and EN 1177, BS EN safety standards or Toys (Safety) Regulation (1995)
- A sufficient quantity of equipment and resources for the number of children registered in the nursery
- High quality resources to meet children's individual needs and interests, and promote all areas of children's learning and development
- Involve the children in decision making about new resources and equipment, where possible
- A wide range of books, equipment and resources which promote positive images of people of all races, cultures, ages, gender and abilities, are non-discriminatory and do not stereotype
- Provide play equipment and resources which promote continuity and progression, provide sufficient challenges
- Sufficient storage so resources and equipment can be displayed for children to independently choose and/or stored away safely and then rotated
- Appropriate risk assessments and checks on all resources and equipment before first use to identify any potential risks and again regularly at the beginning and end of every session.
- Cleaning and maintaining of all resources and equipment. We repair or replace any unsafe, worn out, dirty and damaged equipment whenever required.
- An inventory of resources and equipment. This records the date on which each item was purchased and the price paid for it
- An evaluation of the effectiveness of the resources including the children's opinions and interests
- Role models and discussions to ensure that all children respect the equipment and resources and encourage them to put them back where they belong after use.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Critical Incident policy



Wales: NMS

5.1, 10.12, 10.14, 24.1

At Caego Day Nursery we understand we need to plan for all eventualities to ensure the health, safety and welfare of all the children we care for. With this in mind we have a critical incident policy in place to ensure our nursery is able to operate effectively in the case of a critical incident. These include:

- Flood
- Fire
- Burglary
- Abduction or threatened abduction of a child
- Bomb threat/terrorism attack
- National outbreaks of infection/health pandemics
- Any other incident that may affect the care of the children in the nursery.

If any of these incidents impact on the ability of the nursery to operate, we will contact parents via phone at the earliest opportunity, e.g. before the start of the nursery day.

Flood

There is always a danger of flooding from adverse weather conditions or through the water/central heating systems. We cannot anticipate adverse weather, however, we can ensure that we take care of all our water and heating systems through regular maintenance and checks to reduce the option of flooding in this way. Our central heating systems are checked and serviced annually by a registered gas engineer and they conform to all appropriate guidelines and legislation.

If flooding occurs during the nursery day, the nursery manager will make a decision based on the severity and location of this flooding, and it may be deemed necessary to follow the same procedure as the fire evacuation procedure. In this instance children will be kept safe and parents will be notified in the same way as the fire procedure(see the fire policy).

Should the nursery be assessed as unsafe through flooding, fire or any other incident we will follow our operational plan and provide care in another location.

Fire

Please refer to the fire safety policy.

Burglary

The management of the nursery follow a lock up procedure which ensures all doors and windows are closed and locked before vacating the premises. Alarm systems are used and in operation during all hours the nursery is closed.

The manager, or most senior member of staff on site will always check the premises as they arrive in the morning. Should they discover that the nursery has been broken into they will follow the procedure below:

- In an emergency dial 999, or non-emergency dial 101, with as many details as possible, i.e. name and location, details of what you have found and emphasis this is a nursery and children will be arriving soon
- Contain the area to ensure no-one enters until the police arrive.
- Where it is safe to do so, the staff will direct parents and children to a separate area as they arrive, if all areas have been disturbed, staff will follow police advice. This may include temporary short term closure and/or following the relocation procedure under the flood section wherever necessary to ensure the safety of the children
- The manager on duty will help the police with enquiries, e.g. by identifying items missing, areas of entry etc.
- A manager will be available at all times during this time to speak to parents, reassure children and direct enquiries
- Management will assess the situation following a theft and ensure parents are kept up to date with developments relating to the operation of the nursery.
- Arrangements will be made to ensure the nursery is made safe and secure again.

Abduction or threatened abduction of a child

We have secure safety procedures in place to ensure children are safe while in our care, including taking reasonable steps to ensure that children do not leave the premises unsupervised and to prevent unauthorised persons entering the premises. Staff are vigilant at all times and report any persons lingering on nursery property immediately. All doors and gates to the nursery are locked and cannot be accessed unless staff members allow individuals in. Parents are reminded on a regular basis not to allow anyone into the building whether they are known to them or not. We also have visual reminders about closing the door behind them to prevent tailgating (another person accessing entry behind them). Visitors and general security are covered in more detail in the supervision of visitors' policy.

Children will only be released into the care of a designated adult; see the arrivals and departures policy for more details. Parents are requested to inform the nursery of any potential custody proceedings or family concerns as soon as they arise so the nursery is able to support the child. The nursery will not take sides in relation to any custody arrangements 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 consult our solicitors with regards to any concerns over custody and relay any information back to the parties involved.

If a member of staff witnesses an actual or potential abduction from nursery we have the following procedure which are followed immediately:

- The staff member will notify management immediately and the manager will take control, dialling 999 and requesting the police, instructions from the emergency response team will be followed
- The parent(s) will be contacted
- All other children will be kept safe and secure, reassured 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 may have impacted on this abduction.
- Any incidents must be recorded in writing as soon as practicably possible, including the outcome, who was abducted, time identified, notification to police and findings.
- In the unlikely event that the child is not found, the nursery will follow the local authority and police procedure
- CIW will be contacted and informed of any incidents
- With incidents of this nature, parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary
- In any cases with media attention, staff will not speak to any media representatives
- Post-incident risk assessments will be conducted following any incident of this nature, to reduce the chance of this reoccurring.

Bomb threat/terrorism attack

If a bomb threat is received at the nursery, the person taking the call will record all details given over the phone as soon as possible and raise the alarm and contact emergency services as soon as the phone call has ended. The management will follow the fire evacuation procedure and guidance from the emergency services to ensure the safety of all on the premises. The person who took the call will provide as much detail as possible. CIW will be notified. With incidents of this nature parents, carers, children and staff may require support and reassurance following the traumatic experience. Management will provide this or seek further support where necessary.

Any other significant incidents

All incidents will be managed by the manager on duty and all staff will co-operate with any emergency services on the scene, where applicable. The fire evacuation procedure will be followed for any other incident that requires an emergency evacuation. Other incidents e.g. no water supply will be dealt with on an individual basis taking into account the effect on the safety, health and welfare of the children and staff in the nursery.

If there is an incident outside of thre nursery building and it is safer to stay inside the building will put into place the lockdown procedure. Emergency advice would be taken.

National outbreaks of infection/health pandemics

In the event of national outbreak of a health pandemic we will follow the government health advice and guidance, legal advice from our insurance provider.

The setting will remain open as long as we have sufficient staff to care for the children. Depending on the nature of the pandemic we will follow all advice and implement measures to ensure that risks to vulnerable children and staff are minimised. This may include excluding infected chuldren, staff, parents or family members from teh setting for a set period of time to prevent the spread of infection. This decision will be done in consulation with parents, staff legal advice and our insurance provider. Each case will be reviewed on an individual basis

The nursery manage will notify CIW in the event of a critical incident.

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Adverse Weather



At Caego Day Nursery we have an adverse weather policy in place to ensure our nursery is prepared for all weather conditions that might affect the running of the nursery such as floods, snow and heat waves.

If any of these incidents impact on the ability of the nursery to open or operate, we will contact parents via phone.

We will not take children outdoors where we judge that weather conditions make it unsafe to do so.

Flood

In the case of a flood we will follow our critical incident procedure to enable all children and staff to be safe and continuity of care to be planned for.

Snow or other severe weather

If high snowfall, or another severe weather condition such as dense fog, is threatened during a nursery day then the duty manager will take the decision as to whether to close the nursery. This decision will take into account the safety of the children, their parents and the staff team. In the event of a planned closure during the nursery day we will contact all parents to arrange for collection of their child.

In the event of staff shortages due to snow or other severe weather we will contact all available off-duty staff and/or agency staff and group the children differently until they are able to arrive. If we are unable to maintain statutory ratio requirements after all avenues are explored we will contact CIW to inform them of this issue, recording all details in our incident file. If we feel the safety, health or welfare of the children is compromised then we will take the decision to close the nursery.

If nursery were to be closed due to adverse weather then CIW would be contacted to inform of such closure and also we would inform or Early Years link teacher if early education children were in attendance that day.

Heat wave

Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun. Children will not be allowed in direct sunlight between 11.00 - 3.00pm on hot days between march and october, following NHS sun safety advice. Shaded areas are provided to ensure children are able to go out in hot weather, cool down or escape the sun should they wish or need to. For Further details please refer to our sun care policy.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Human Resources

Supervision of Children



Wales: NMS

22.20, 24.3, 24.4, 24.8

At Caego Day Nursery we have suitable staffing arrangements to meet the welfare of all the children and ensure their safety. The nursery manager is responsible for all staff, students and relief/agency staff receiving information on health and safety policies and procedures in the nursery in order to supervise the children in their care suitably.

Supervision

We ensure that children are supervised adequately at all times, whether children are in or out of the building through:

- Appropriately deploying staff members meeting the ratio and qualification requirements to ensure children needs are met and continuing to monitor this across the setting regularly. This includes informing parents and/or carers about staff deployment, and, when relevant and practical involving them in these decisions.
- Making sure that every child is always within the sight and/or hearing of a suitably vetted member of staff.
- Completing registers as soon as children enter and leave the premises and carrying out head counts throughout the day
- Risk assessing activities/experiences and equipment to ensure children are not exposed to unnecessary risks, including removal of any choking hazards and fully supervising any activities that may pose a risk
- Support children to identify, minimise and manage risks in their play.
- Ensuring children are fully supervised at all times when using water play/paddling pools as we are aware that children can drown in only a few centimetres of water
- Taking special care when children are using large apparatus e.g. a climbing frame, and when walking up or down steps/stairs,
- Making sure staff recognise and are aware of any dangers relating to bushes, shrubs and plants when on visits/outdoors
- Supervising children at all times when eating; monitoring toddlers and babies closely and never leaving babies alone with a bottle. Babies are always bottle fed by a member of staff
- Supervising sleeping babies/children and never leaving them unattended
- Never leaving babies/children unattended during nappy changing times
- Supervising children carefully when using scissors or tools including using knives in cooking activities
- Increasing staff: child ratios during outings to ensure supervision and safety (please refer to Outings policy)

- Strictly following any safety guidelines given by other organisations or companies relating to the hire of equipment or services e.g. hire of a bouncy castle and a member of staff **MUST** supervise the children at all times.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Supervision of Visitors



Wales: NMS

24.5

At Caego Day Nursery we aim to protect the children in our care at all times. This includes making sure any visitors to the nursery are properly identified and supervised.

All visitors must sign the visitors' book on arrival and departure. .

Visitors may include prospective parent, other professionals e.g. local authority workers, CIW/Estyn inspectors, people in the community e.g. librarians who may come to talk to the children, contractors to complete work, deliveries etc.

Where applicable, we ask visitors to book in advance, so arrangements can be made to accompany them. The identity is checked of any visitors attending in a professional capacity e.g. CIW/Estyn inspectors, speech and language therapists.

All visitors are informed of any relevant policies, including the fire evacuation procedure and mobile phone and electronic devices policy

We give each visitor a visitors badge to wear to identify themselves to staff and parents within the nursery. A member of staff must accompany visitors in the nursery at all times while in the building; at no time should a visitor be left alone with a child unless specific circumstances arranged previously with the manager.

Security

- Staff must check the identity of any visitors before allowing them into the main nursery. Visitors to the nursery must be recorded in the visitors book and accompanied by a member of staff at all times while in the building
- All external doors must be kept locked at all times and external gates closed. All internal doors and gates must be closed to ensure children are not able to leave the nursery unattended
- Staff, parents, visitors and students are reminded not to hold the doors open or allow entry to any person, whether they know this person or not. Staff within the nursery should be the only people allowing external visitors and parents entry to the nursery
- The nursery will under no circumstances tolerate any form of harassment from third parties, including visitors, towards others, including children, staff members and parents. The police may be called in these circumstances

This policy was adopted on	Signed on behalf of the nursery	Date for review
January 2023	R.Hosie	January 2026

Personnel



Wales: NMS

13.9

At Caego Day Nursery we aim to have a high quality staff team that act at all times in the best interests of children's safety and welfare. To achieve this we have a range of policies to support the recruitment, development and retention of staff.

The nursery's policies in respect of personnel are governed by the following:

- The best interests of the children, their welfare, safety, care and development
- The requirements of the National Minimum Standards and its associated regulations
- The individual needs of the children including maintaining continuity of care
- Compatibility between all members of staff and the building of a good team spirit
- Consideration of the advancement of every member of staff both by internal and external training to help them achieve their maximum potential
- Equal pay for work of equal value
- Compliance with the current legislation including the principles of the Equality Act 2010 and all current legislation governing discrimination.

We will ensure:

- The provision of a person specification and job description for every member of staff prior to an interview
- All interviews will follow our recruitment procedures to ensure safe and fair, and non-discriminatory recruitment occurs
- The provision of a statement of terms and conditions and contract for every member of staff in employment (contract to be received by new employee within two months of commencement of employment)
- Prior to commencement of employment, the successful applicant will be provided with an offer letter (conditional on an enhanced Disclosure and Barring Service (DBS) clearance and satisfactory references) with the induction procedure and any details of other information relevant for their first day of work
- We use the All Wales induction framework for early years and childcare as the basis for developing and enhancing the induction period. They will receive induction training including information about emergency evacuation procedures, safeguarding, child protection and health and safety issues.
- All staff receive effective supervision including support, coaching and training to promote the best interests of children. Staff are also provided with ongoing training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves
- We promote staff well-being (see staff well being policy) and foster team working through regular meetings and team events/outings
- Discrimination or harassment of any member of staff relating to sex, race, sexual orientation, gender, gender reassignment, age, religion or belief, or disability will not

be acceptable. This includes unwanted verbal or physical third party harassment by those not employed by the nursery.

This policy is reviewed at least annually in consultation with staff

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<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Staff Development and Training



Wales: NMS

13.1 - 13.12

At Caego Day Nursery we value our staff highly. We believe that ongoing personal and professional development is essential for maintaining the delivery of high-quality learning and development opportunities for children in their early years.

The overall quality of our nursery is underpinned by our staff having the appropriate qualifications, training, skills, knowledge, and a clear understanding of their roles and responsibilities.

Every staff member is given the opportunity to further develop their training, knowledge and skills through a comprehensive and targeted programme of professional development. High quality professional supervision is also provided; this provides each staff member with support, coaching and training, and promotes the interests of children. Each meeting is planned based on individual performance related targets, consistent and sharply focused observation and evaluations of the impact of staff's practice.

We ensure that 50% of staff are qualified to Level 3 (or equivalent) or above in childcare. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. Further training about the list of required qualifications to work within early years and childcare in Wales can be found at <https://socialcare.wales/qualifications-framework>.

We strongly promote continuous professional development and all staff have individual training records and training plans to enhance their skills and expertise, which are based on discussions at supervision meetings and appraisal meetings. We have a training budget which is set annually and reviewed to ensure that the team gain external support and training where needed.

To facilitate the development of staff we:

- Coach, mentor, lead and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through ongoing communication, involvement and a no blame culture to enhance nursery practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and empower staff
- Encourage staff to contribute ideas for change within the nursery and hold regular staff meetings and team meetings to develop these ideas. Regular meetings are also held to discuss strategy, policy and activity planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses

- Encourage staff to pass on their knowledge to those who are less experienced and share knowledge from external training with small groups of staff within the nursery
- Provide regular in-house training relevant to the needs of the nursery
- Carry out regular bi-monthly supervision meetings with all staff. These provide opportunities for staff to discuss any issues, particularly concerning children's development or well-being including child protection concerns, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness. Staff appraisals are carried out annually where objectives and action plans for staff are set out, while also identifying training needs according to their individual needs
- Develop a training plan that sets out the aims and intended outcomes of any training, addressing both the qualification and continuous professional development needs of the nursery and individual staff
- Carry out training need analyses for all individual staff, the team as a whole, and for the nursery.
- Promote a positive learning culture within the nursery
- Offer annual team building training
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff and assign a 'work buddy' to coach, mentor and support new staff
- Offer ongoing support and guidance
- Offer varied information sources including membership of local and national organisations, resources, publications and literature to all staff.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Supervision Policy



At Caego Day Nursery we implement a system of supervision for all of our staff following their induction and probation period. Supervision is part of the nursery's overall performance management system and promotes a culture of mutual support, teamwork and continuous improvement. It encourages the confidential discussion of sensitive issues including the opportunity for staff and their managers to:

- Discuss any issues - particularly concerning children's development or well-being including child protection concerns
- Identify solutions to address issues as they arise
- Receive coaching to improve their personal effectiveness
- Develop their own skills and training needs in order to progress in their role
- Discuss any concerns relating to changes in personal circumstances that might affect an individual's ability/suitability to work with children. (This should include any incidents resulting in a reprimand, caution or prosecution by the police, any court orders or changes to their health. These changes are recorded as a declaration on the individual member of staff's supervision form and appropriate action is taken, where applicable, in line with safeguarding children and child protection policy and disciplinary policy)

The frequency of supervision meetings is according to individual needs. A template agenda is used in all meetings to ensure consistency across the nursery. This clearly sets out who does what and the timeframe, i.e. what the manager is responsible for and what the practitioner needs to do.

There should always be something that a member of staff can discuss, e.g. a particular child's development, strengths or concerns. However, if there are times where staff may be struggling to identify areas to discuss in a supervision we will ask them to identify three things they have enjoyed about their job/done well since the last supervision and one thing they have least enjoyed or requires further improvement. They will be asked to complete this prior to supervision (as set out in their responsibilities).

There may be times when supervision may be increased for members of the team as and when needed, i.e. if they have particular concerns about a child or if they are going through personal circumstances at home, for new starters, staff returning after long-term illness, on request from staff.

It is the responsibility of the manager to plan time to ensure that all staff have supervisions. At Caego Day Nursery supervision is carried out by the

Margaret Hosie - Proprietor

Rebecca Hosie - Manager

Team Leaders - Brenda Jones

Lisa Riley

Belinda Thackaberry

Gemma Walsh

All members of staff responsible for carrying out supervisions are trained and supported prior to carrying these out.

Staff have a responsibility to ensure that they are available for supervision meetings and that the necessary paperwork is complete. Information shared in supervision sessions is confidential. The supervision process will be evaluated once a year through staff feedback and is used as part of the overall performance monitoring system at the nursery.

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<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Safe Recruitment of Staff



Wales: NMS

13.2, 13.8, 13.9, 13.11

At Caego Day Nursery we are vigilant in our recruitment procedures, aiming to ensure that everyone working in the setting are suitable to fulfill the requirements of their role. We have effective systems in place to ensure that practitioners and any other person who may have regular contact with children are suitable.

Legal requirements

- We abide by the requirements of the National Minimum Standards and its associated regulations, including our legal responsibilities under the Equality Act 2010
- We also follow any requirements relating to safe recruitment by the Disclosure and Barring Service (DBS) in relation to carrying out checks; and abide by the employer's responsibilities relating to informing the DBS of any changes to the suitability of their staff, whether this member of staff has left the nursery or is still under investigation. Please refer to the child protection/safeguarding policy for further information.

Advertising

- We use reputable websites and the local job centre to advertise any vacancies
- We ensure that all recruitment literature includes details of our equal opportunities policy and our safe recruitment procedures, including an enhanced (DBS) check and at least two independent references for every new employee. We also include the requirement for an additional criminal records check (or check if more than one country) for anyone who has lived or worked abroad.

Interview stage

- We shortlist all suitable candidates against a pre-set specification and ensure all applicants receive correspondence regardless of whether or not they are successful in reaching the interview stage or not
- All shortlisted candidates will receive a job description, a person specification, an equal opportunities monitoring form and a request for identification prior to the interview
- The manager decides the most appropriate people for the interview panel. There will be at least two people involved in the overall decision making
- At the start of each interview all candidates' identities are checked using, for example, their passport and/or photocard driving licence. All candidates are required to prove they are eligible to work in the UK. The interview will also cover any gaps in the candidate's employment history
- All candidates reaching the interview stage are questioned using the same set criteria and questions. These cover specific areas of childcare, including

safeguarding the children in their care, planning suitable activities to enhance the child's development and their understanding of the legal frameworks applied to childcare and used in the nursery. The questions are value-based and will ensure the candidate has the same values as the nursery with regards to the safety and welfare of the children in their care

- Candidates will be given a score for their answers including a score for their individual experience and qualifications
- Every shortlisted candidate will be asked to take part in a supervised practical exercise which will involve spending time in a particular age group in the nursery, interacting with the children, staff and, where appropriate, parents
- The manager and deputy will then select the most suitable person for this position, based on these scores and their knowledge and understanding of the early years framework, as well as the needs of the nursery
- Every candidate will receive communication from the nursery stating whether they have been successful or not. Unsuccessful candidates are offered feedback.

Starting work

- The successful candidate will be offered the position subject to at least two references from previous employment or, in the case of a newly qualified student, their tutor and a personal or professional reference. These references will be taken up BEFORE employment commences. This may be verbal initially and then followed up with a written reference which will form part of their personnel file
- The successful candidate will be asked to provide proof of their qualifications, where applicable. All qualifications will be checked and copies taken for their personnel files
- Prior to employment but after the job has been offered a health check questionnaire will be given to the employee and its results will be taken into account in making an overall decision about suitability. The nursery reserves the right to take any further advice necessary in relation to a person's physical and mental fitness to carry out their role. Please see the absence management policy for more details about how the nursery manages health problems including access to medical records
- All new starters, other than those who have registered for the continuous updating service (see below) will be subject to an enhanced Disclosure and Barring Service (DBS) check. This will be initiated before the member of staff commences work in the nursery and they will not have unsupervised access to any child or their records before this check comes back clear. Further to this, the new starter will not be allowed to take photographs of any child, looking at their learning and development log or change the nappy of any child without an up-to-date enhanced DBS check (whether supervised or not)
- An additional criminal records check (or checks if more than one country) should also be made for anyone who has lived or worked abroad.
- The nursery will record and retain details about the individual including staff qualifications, identity checks carried out and the vetting process completed. This will include the criminal records disclosure and barring service reference number, the date the disclosure was obtained and details of who obtained it. The nursery will not retain copies of the disclosure itself once the employment decision is taken.
- Consent will be sought off each member of staff enabling us to hold their personal information.
- There may be occasions when a DBS check is not clear but the individual is still suitable to work with children. This will be treated on an individual case basis and at the manager's/owner's discretion, taking into account the following:

- seriousness of the offence or other information
- accuracy of the person's self-disclosure on the application form
- nature of the appointment including levels of supervision
- age of the individual at the time of the offence or other information
- the length of time that has elapsed since the offence or other information
- relevance of the offence or information to working or being in regular contact with children
- If the individual has registered on the DBS system since 17 July 2013 managers may use the update service with the candidate's permission instead of carrying out an enhanced DBS check
- New starters are required to sign (either application form, contract or separate form) to state that they have no criminal convictions, court orders or any other reasons that disqualify them from working with children or unsuitable to do so and that, to the best of their knowledge, no-one living in their household has been disqualified from working with children
- All new members of staff will undergo an intensive induction period during which time they will read and discuss the nursery policies and procedures and be assigned a mentor/buddy who will introduce them to the way in which the nursery operates
- During their induction period all new staff will receive training on how to safeguard children in their care and follow the Safeguarding Children policy and procedure, about emergency evacuation procedures, equality policy and health and safety issues
- The new member of staff will have regular meetings with the manager and their mentor during their induction period to discuss their progress, support required and/or further training and professional development opportunities.

Ongoing support and checks

- All staff are responsible for notifying the manager in person if any there are any changes to their circumstances that may affect their suitability to work with children (staff suitability status will also be checked through an annual 'staff suitability questionnaire'). This includes any incidents occurring outside the nursery or involving people they live in a household with. Staff will face disciplinary action should they fail to notify the manager immediately
- All members of staff will update a health questionnaire on an annual basis to ensure management have a good knowledge of any changes that may require support or additional resources to aid them to carry out their day-to-day duties. This will also be discussed at staff supervisions/review meetings. Management may require this more regularly where health circumstances change. There are more details about how the nursery deals with any health problems in the absence management policy
- The nursery manager will review any significant changes to an individual's circumstances that may suggest they are no longer suitable to work with children and take appropriate action to ensure any unsuitable or potentially unsuitable employee does not have unsupervised contact with children until the matter is resolved. Please see the Disciplinary Policy for further details
- Every member of staff will have two meetings a year with the manager: a formal appraisal and a more informal review. This will provide an opportunity for the manager and member of staff to discuss training needs for the following six months as well as evaluate and discuss their performance in the previous six months

- The manager, deputy and room leaders will be responsible for any support the staff team may have between these reviews. This includes mentor support, one-to-one training sessions, ongoing supervision, work-based observations and constructive feedback
- The nursery will provide appropriate opportunities for all staff to undertake professional development and training to help improve the quality of experiences provided for children.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Suitability of Staff



Wales: NMS
13.2, 13.8

At Caego Day Nursery we are committed to ensuring that all staff, including students, volunteers and any agency/supply staff are suitable to fulfil the requirements of their role in order to work with, or be in regular contact with children. We have effective systems in place to ensure that this occurs, including making a decision about suitability as part of the requirement process and monitoring continued suitability, as part of regular staff and/or student supervision.

The nursery manager is responsible for ensuring that all staff and students have an enhanced check with the Disclosure and Barring Service (DBS), and that the results of such a check are assessed as part of a decision on suitability. Where possible staff will have the checks completed prior to starting employment. However, if there are delays in checks coming through, as a last resort staff may work in the nursery before these checks are completed but they must be supervised at all times by staff who already hold an enhanced check at all times and the check has been applied for.

All nursery staff will be informed of any staff awaiting enhanced DBS clearance.

Staff awaiting these checks will never:

- Be left unsupervised whilst caring for children
- Take children for toilet visits unless supervised by registered staff holding an enhanced check
- Change nappies
- Be left alone in a room or outside with children
- Administer medication
- Administer first aid
- Take photographs of any children
- Be involved in looking at a child's learning and development log, but can contribute to it
- Have access to children's personal details and records.

While adhering to the above list, we recognise that it is vital that the staff member awaiting an enhanced disclosure is made to feel part of the team and we support them in participating fully in every other aspect of the nursery day.

We recognise that the enhanced DBS disclosure is only one part of a suitability decision and nursery management will ensure every individual working with a child goes through a vigorous recruitment and induction procedure (as laid out in the safe recruitment policy). We will also ensure they receive continuous support, training and supervision from management in order to provide a safe, secure and healthy environment for all children in the nursery. We act on any

information that comes to our attention that suggests someone may no longer be suitable for their role.

All students will also receive an interview to ensure they are suitable for the nursery and an induction process to ensure they fully understand and are able to implement the nursery procedures, working practices and values. All students will be fully supervised to ensure they receive the appropriate support, training and information they may require.

We request confirmation that all necessary checks have been completed by the agency before using any supply/agency staff. We have a short induction prior to them working with the children. It is our policy that all agency staff are fully supervised and not left alone with children.

Once checks are obtained we record the criminal records check reference number, the date the check was obtained and details of who obtained it. We also collect this information for any agency/supply staff prior to using them.

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<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Staff Working with their Own Children/close Relation policy



At Caego Day Nursery we support all employees returning to work after having a baby and understand that there may be times when a member of staff chooses our nursery to provide childcare alongside them working or that there may be occasions when a member of staff is working in the same environment as a close relation e.g. niece or nephew.

In these cases, we request the member of staff meet with the nursery manager and room leader, where appropriate, to discuss how best this will work alongside the nursery business needs.

We believe children learn best when they are healthy, safe and secure, have their individual needs met and have a positive relationship with the staff caring for them. It is our policy that all staff remain neutral and treat all children as individuals with the same regard.

When looking to accommodate staff members working alongside their own children or close relative in the nursery, we will make a decision/agreement based on the following circumstances:

- The individual needs of the child, including if they have any special educational needs
- The number of rooms/number of staff/staff deployment/ratios
- Age/stage of development of the child
- Staff member's expertise and where/when they usually work
- Days/times the child attends
- Transition arrangements

All decisions will be made on an individual basis; this may be that the child or close relation. This includes that during their time in nursery the child is in the care of the nursery and it is the nursery that retains responsibility for the child and their care, what they will do if they need to cover in different rooms, outdoor play time etc. A similar agreement will be put in a place for any staff that may not work within the nursery rooms but own child or family member still attends e.g. manager, cook, admin.

Staff caring for another staff member's child will treat them as they would any other parent/child.

Where this agreement is not working or is impacting on the care of the children in the room, the manager will meet with the member of staff to review the agreement and the following will be considered.

- Time left until the child is due to transition to the next room/school
- Temporary moving the staff member to another room. It is nursery policy to move the staff member and not the child (unless transitioning) so the child continues to be in the appropriate age/stage group and can forge consistent relationships with the children in the group.
- Where the staff member is already in another room but there are concerns, there will be an agreement between the staff member, manager and room leader about contact

with the child during the nursery day. Although we do not want to restrict a parent seeing their child, we must consider the room routine and the upset a visit may cause the child when their parent leaves the room again.

Breastfeeding

Where a staff members baby requires breastfeeding, the nursery will adapt the above guidelines to suit both baby's and mothers needs. Cover will be provided during this time.

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<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Students policy



Wales: NMS
13.8, 15.11

At Caego day Nurery we are committed to sharing good practice with those wishing to pursue a career in childcare. We welcome students to join our staff team and gain work experience within our nursery. We will accept two students at a time as more students than this places undue pressure on staff. We do, however, accept small groups or occasional placements when research or studies are being carried out that will be of benefit to childcare.

We will only offer placements to students who are associated with a recognised child-related course, or on occasions, pupils from local secondary schools on work experience. We offer placements only after discussions with the appropriate tutors and the establishment of close links with the college, training provider or school.

We expect all students to visit the nursery for an interview, followed by their student induction and nursery tour. At this time students will have the opportunity to read and discuss relevant health and safety policies and receive a copy of the confidentiality statement.

Our policy for those on placements is as follows:

- All students will have an enhanced Disclosure and Barring Service (DBS) check before their placement begins
- All students are assigned to a senior member of staff who will supervise their work and explain the health, safety and fire requirements of the nursery
- Students will be supervised at all times by the member of staff assigned to them and will not be left alone with the children. They may only change nappies if the manager is satisfied they are competent, responsible and know the children well enough and always under close supervision.
- Students will be supported to understand nursery policies and procedures, including safeguarding, health and safety, equal opportunities, anti-bribery and whistleblowing policies.
- All students are required to keep to our confidentiality policy
- It is expected that during the student's placement, their tutor will visit the nursery or have verbal communication with the Student Co-ordinator to receive feedback about the student's progress
- Students will be offered support and guidance throughout their placement and given constructive honest feedback in respect of their performance. Staff will respect individual students' needs and abilities
- An accurate evaluation of ability and performance for both students and training providers will be provided and the nursery will support students who are experiencing difficulties with action plans if needed

- To maintain parent partnerships, parents will be informed when students are present in the nursery e.g via the parent noticeboard. Wherever possible this will be accompanied by a recent photograph of the student
- All students on placement must adhere to the same codes of conduct as permanent staff including time-keeping and dress codes
- All students are encouraged to contribute fully to the nursery routine and to spend some time in every area.

In some cases we may include students on long term placements (aged 17 and over) and staff working as apprentices in early education (aged 16 and over) in our staff: child ratios. This will be in line with the requirements outlined in the NMS and at the discretion of the manager and only will only occur when the manager is satisfied the student/apprentice is competent and responsible.

We refer to the social care wales work placement guide for additional advice and guidance: <https://socialcare.wales/service-improvement/work-placement-guide>

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Absence Management Procedure



At Caego Day Nursery we encourage all our employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work due to sickness, illness or being infectious. By implementing this policy, we aim to strike a reasonable balance between the pursuit of our business needs and the genuine needs of employees to take occasional periods of time off work because of sickness. This policy and procedure establishes a framework to support individuals and the organisation in times of sickness absence. It ensures that appropriate and consistent advice is provided and that assistance and support is offered to employees and, where necessary, action is taken.

Principles

We promote good health and aim to provide a healthy working environment and demonstrating commitment to health, safety and the welfare of staff in order to maximise attendance

Management is responsible for regularly monitoring and taking appropriate action in connection with sickness and other unplanned absence.

Exclusion periods for contagious illnesses

Working with children means that you are more likely to come into contact with illnesses which can be highly contagious. We take the health of children and staff very seriously therefore if you have any contagious illness you must adhere to the same exclusion periods as children. This will ensure that you are able to recover appropriately and that this illness is not passed on to other staff, children or parents. The manager will advise you of any exclusion times required (see the sickness and illness and infection control policies).

Sickness absence reporting procedure

Reporting sickness absence should be done using the following guidelines. Failure to follow these guidelines could delay any sick pay due to you and could possibly result in disciplinary action.

1. On your first day of absence, you must:
2. Telephone the nursery yourself and speak to the manager (on duty)
3. Give brief details of your illness and your expected length of service
- 4.

Text message and emails are not an acceptable form of communication for this purpose.

Contact someone within one hour of your normal start time. If you are due to start at 8:00am then please contact the duty manager at least half an hour before your shift is due to start.

You should contact the nursery everyday that you are absent in the first week of absence

If you are aware that the illness is likely to last for more than the one day you should indicate the length of absence expected. If you have been unable to determine how long the absence will last, and it exceeds the third day, you must contact your manager again on the fourth day.

On returning to work you must complete a copy of the 'Employee's statement of sickness self-certification form'. This should be signed by nursery management.

2. on returning to work you must complete a copy of the Employees statement of sickness certification form. This should be signed by nursery management.
3. For absences of more than seven consecutive days, including the weekend/non- working days you must provide a 'fit note' completed by a qualified medical practitioner for the period of absence.

After returning to work from any sickness absence leave, a 'return to work' interview will be undertaken by the employee and line manager.

During the return to work interview the following will be discussed:

- The reason for absence
- Whether support is required and/or adjustments to the role (on a temporary or more permanent basis) and what they are. These might include regular catch up meetings, adjusted work patterns, changes of duties.
- Future requirements and expectations e.g. improved attendance

The return to work interview discussion is recorded using a set template and signed by both the manager and employee. A copy is attached to the employees file.

Where an employee's attendance record gives cause for concern because of the duration or frequency of absence, this should be brought to the attention of the employee through a discussion with the manager.

Throughout any stage of discussions on sickness absence, employees may be accompanied by a work colleague.

The abuse of sick leave and pay regulations may be classified as misconduct and will be dealt with through the disciplinary procedure.

Frequent and/or persistent short-term sickness absence

Short-term absence may be short periods of one or two days occurring frequently.

Absence of this nature can be identified by one of the following indicators and should be classed as a trigger:

- Four self-certified spells of absence in one calendar year
- A total of 10 working days or more of self-certified absence in one calendar year
- Patterns of absence over a period, e.g. an individual regularly taking Mondays or Fridays off
- Where an employee's attendance record is significantly worse than those of comparable employees, or absence problems have gone on for a considerable length of time.

Long-term sickness absence

For the purposes of the policy, long-term sickness absence is defined by the nursery as absences lasting over one month.

Where absences have lasted over 14 calendar days or more the duty manager should contact the member of staff concerned to obtain an initial assessment of the sickness/illness

At this point and where felt appropriate after further assessment of the sickness/illness, the manager will arrange a face-to-face meeting or telephone conference between themselves and the member of staff. The meeting will include:

- Confirming the reasons and nature of the absence and its likely duration
- Ensure that the member of staff is aware of the nursery's concern regarding their health and necessary absence from work
- Consideration of alternative duties or a shorter working week if this would enable a quicker return to work subject to medical advice
- consideration to any personal problems being encountered and discuss possible ways of helping the individual resolve these
- Advising the member of staff that in their best interests they may be asked to see a registered medical practitioner or occupational health provider appointed by the nursery to enable a medical report to be prepared
- Alternatively, and if appropriate, gain agreement from the member of staff to contact their doctor or specialist in order to establish the likely length of absence and the long-term effect on capability in relation to job performance and attendance at work.

If all other avenues have been investigated, the absence continues or, following return to work, the attendance record does not improve, a subsequent meeting should be arranged. At this point, unless there are reasonable grounds to believe there will be an improvement in the foreseeable future, the manager should inform the member of staff that long-term sickness absence due to ill health may put their employment at risk and the possibility of termination by reason of capability or suitability to work with children might have to be considered, taking into account any medical information available.

The position will be reviewed periodically and ultimately it may become necessary from a business perspective to consider termination of employment. In these circumstances, the nursery will:

- Review the employee's absence record to assess whether or not it is sufficient to justify dismissal
- Consult the employee
- Obtain up-to-date medical advice through the employee's GP and/or occupational health
- Seek legal advice, Where applicable
- Advise the employee in writing as soon as it is established that termination of employment has become a possibility
- Meet with the employee to discuss the options and consider the employee's views on continuing employment
- Review if there are any other jobs that the employee could do prior to taking any decision on whether or not to dismiss
- Allow a right of appeal against any decision to dismiss the employee on grounds of long-term ill health
- Arrange a further meeting with the employee to determine any appeal
- Following this meeting, inform the employee of its final decision
- Act reasonably towards the employee at all times.

Any decision to terminate employment will be taken by the Registered Person, making sure the capability procedure has been exhausted.

Occupational health

The nursery reserves the right to request employees to attend an appointment with an occupational health advisor (e.g. consultant, GP) during their employment, if it is reasonably deemed necessary due to sickness absence, changes in health or the role, or where it is necessary to seek an expert medical opinion as to whether or not the employee can fulfil their job role or whether any reasonable adjustments should be made to the employee's role.

The nursery will seek to engage the services of an independent occupational health advisor in situations where expert medical opinion is required and work with them to identify the best course of action in circumstances of sickness absence.

5

Access to medical records

The Access to Medical Records Act 1988 gives individuals the right of access to medical records relating to themselves which have been prepared by a medical practitioner for employment purposes. The Act provides that:

- Employers must gain the consent of employees before requesting reports from medical practitioners
- Employers must inform employees of their rights in respect of medical reports
- The employee has the right of access to the report before the employer sees it, provided appropriate notification is given
- The employer is responsible for notifying the medical practitioner that the employee wishes to have access
- The employee may ask for a report to be amended or may attach a statement to the report
- Having seen the report, the employee may wish to withhold consent to it being supplied.

Where the nursery requests further medical information about the health of staff from an individual's General Practitioner or Specialist, or its own occupational health provider, the provisions of the Act will be followed.

Throughout any interviews regarding sickness absence, staff are entitled to the support of and/or representation by a colleague or union representative.

Sick Pay

During the first six months of employment, there is no entitlement to company sick pay. Statutory Sick Pay (SSP) will be paid in accordance with Department for Work and Pensions requirements and no payment will be made for the first three working days in a period of incapacity for work.

Company sick pay entitlement

Sick Pay is calculated on a rolling 12 month basis i.e. the amount of sickness during the last 12 month period.

Additional sick leave will be unpaid or subject to SSP in accordance with regulations and rates applicable at the time.

Annual leave and sick pay

Where an employee falls sick or is injured whilst on annual leave, the nursery will allow the employee to transfer to sick leave and take replacement holiday at a later time. This policy is subject to the following strict conditions:

- The total period of incapacity must be fully certificated by a qualified medical practitioner
- The employee must contact the manager as soon as he/she knows that there will be a period of incapacity during the pre-planned annual leave in accordance with the Sickness Absence Reporting Procedure
- The employee must submit a written request no later than five days after returning to work setting out how much of the holiday period was affected by sickness and the amount of leave that the employee wishes to take at another time.
- Where the employee is overseas when he/she falls ill or is injured, evidence must be produced that the employee was ill by way of either a medical certificate or proof of a claim on an insurance policy for medical treatment received at the overseas location.

Where the employee fulfils all of the above conditions, we will allow the employee the same amount of annual leave as the amount lost due to sickness or injury.

Sickness or injury shortly before a period of planned holiday

If an employee is ill or is injured before the start of a period of planned annual leave, we will agree to the employee postponing the annual leave to another mutually agreed time. Any period of sickness absence will then be treated in accordance with the employer's normal policy on sickness absence.=

The employee must submit a written request to postpone the planned holiday and this must be accompanied by a letter from his/her doctor confirming that he/she is unfit, or is still likely to be unfit to take the holiday.

Replacement holiday dates

Where it is agreed that an employee can take replacement holiday leave at a later time, the employee should nominate replacement holiday dates as soon as possible, with the dates being subject to the agreement of the employee's line manager in the usual way.

Employees should endeavour to take any replacement annual leave at a later time, the employee should nominate replacement annual leave dates as soon as possible, with the dates being subject to the agreement of the employees line manager in the usual way.

Serious illness/injury of an employee's immediate family

This will be looked at on an individual basis, the nursery manager will agree with you a reasonable period of paid leave time initially, with additional unpaid leave if a significant amount of time off is required. You may also need to also consider taking any annual leave/TOIL and working flexibly i.e. making adjustments to the length of working days, changes in hours/days worked etc..

Death of a member of an employees immediate family

This leave applies on the death of an employees spouse, life partner, parent, brother, sister, grandparent, dependent or other relative for whom the employee has special responsibility or has had special ties. See bereavement leave police

Generally, the amount of time off required will be at the managers discretion, but it is advisable to either

1. Set a defined amount of paid/unpaid time, or

2. Remove this in its entirety and deal with the request as holiday and/or under the emergency time off provisions of the Employment Rights Act 1996 (s.57a)

Death of a child

If an employee has a death of a child under the age of 18 or suffers a stillbirth from 24 weeks of pregnancy, all employees will be entitled to two weeks' paid leave; subject to meeting the eligibility criteria having been employed for at least 26 weeks (the parental bereavement leave and act pay 2018)

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Grievance Policy



At Caego Day Nursery we follow our legal obligations as an employer at all times including hearing and investigating grievances. We have a policy and procedures that set out our process.

Legal obligations

Our obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures(2015). A full copy of the ACAS code of practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25%, or reduced by 25% if the employee does not comply.

Objectives and guiding principles

We recognise that an employee needs to feel that his or her grievance has been fully investigated and has received a fair hearing. The employee also needs to understand the reasons for the decision made by the manager who heard their grievance. The employee should then be given the opportunity to appeal against the decision. Their appeal should be submitted in writing and should be investigated and heard by someone more senior to the person who heard the initial grievance. The person allocated to hear the employee's appeal should be able to take a fresh and independent look at the issue. In our organisation the individual's immediate line manager deals with the grievance initially separately before being passed on to the owner, manager or officer in charge of the nursery.

ACAS advocates the use of mediation to resolve grievances, in an attempt to maintain a good working relationship and resolve issues within the workplace. We may decide to use such mediation where appropriate using ACAS support and guidance on this.

Our grievance procedure does not form part of any employees' contract of employment. It may be amended at any time and we may depart from it depending on the circumstances of any case.

This procedure applies to all employees regardless of length of service.

Our nursery believes that all employees should be treated fairly and with respect. We encourage all employees to try to resolve any grievance with the individual concerned on an informal basis, as most grievances can be resolved quickly through discussion. Your line manager will assist you with this if you feel this is the best route for you.

If this does not resolve the complaint/issue/problem you should initiate the formal process below.

Grievance process

Stage 1

Making your grievance

- You should put your grievance in writing and forward it to your line manager
- This written statement will form the basis of any investigations and the subsequent hearing, so it is important that you set out clearly the nature of your grievance and any dates and names of individuals involved. You should also indicate the outcome that you are seeking. If your grievance is unclear, you may be asked to clarify your complaint before any meeting takes place
- If your complaint relates to an issue with your manager or team leader, the grievance may be sent to Margaret Hosie or Gemma Walsh
- Before proceeding to a full grievance hearing, it may be necessary to carry out investigations of any allegations made by you. If any evidence is gathered in the course of these investigations, you will be given a copy long enough in advance of the hearing for you to consider your response. In exceptional circumstances, the evidence given by individuals may have to remain confidential. Where confidentiality is necessary, this will be explained to you and an appropriate summary of the evidence gathered will be given to you.

Stage 2

The grievance hearing

The hearing will be held as soon as is reasonably possible following any investigations, and within 5 working days of the receipt of your written complaint. It will be conducted by your line manager or another nominated manager if your complaint relates to an issue with your line manager. You are entitled to bring a companion to the grievance meeting if you make a reasonable request to do so. This request must be in advance of the meeting and you should tell us the name of your chosen companion. The companion may either be a trade union representative or a work colleague.

You should ensure that you attend the meeting where possible. If you are unable to attend because of circumstances beyond your control, you should inform your line manager as soon as possible and a further meeting will be re-arranged as soon as possible. If you fail to attend without explanation, or if it appears that you have not made sufficient attempts to attend, the hearing may take place in your absence.

During the hearing you will be given the opportunity to explain your complaint. Your explanations should focus on the complaint and not on irrelevant issues. The manager conducting the hearing will inform you if they believe the key issues are not being focused on. They may also set a reasonable timeframe for the meeting; this will be determined by the nature and complexity of your complaint.

The hearing may be adjourned to allow further investigations to take place. Following the meeting, you will be informed in writing of the outcome within 7 working days and told of any action that the nursery proposes to take as a result of your complaint, if applicable. If it is anticipated that further investigation is required and therefore the outcome cannot be provided within this timeframe, we will inform you as to when you can expect to receive the outcome.

[N.B. However, if another employee has been disciplined as a result of the grievance, you should not inform the employee who raised the grievance as this information is confidential between you as the employer and the other employee.]

If you are dissatisfied with the outcome, you may make a formal appeal in writing to [insert appropriate post title, e.g. nursery owner], stating your full grounds of appeal, within 7 working days of the date on which the decision was sent or given to you.

Stage 3

We will hold an appeal meeting, within 14 working days of receiving the appeal. This will be dealt with impartially by a more senior manager who has not previously been involved in the case. You will have the right to bring a companion, as explained above.

We will confirm our final decision in writing, usually within seven working days of the appeal hearing. There is no further right of appeal.

Grievances linked to disciplinary matters

Complaints that you may have about any disciplinary action taken against you should be dealt with as an appeal under the disciplinary procedure.

Grievances raised while you are subject to disciplinary proceedings will usually be heard when the disciplinary process has been completed.

If a grievance has any bearing on the disciplinary proceedings, it can be raised as a relevant issue in the course of the disciplinary hearing.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Disciplinary Policy



At Caego Day Nursery we follow our legal obligations as an employer at all times including dealing with any disciplinary matter in a fair and consistent manner. We have a policy and procedures that set out our process.

Legal obligations

Our legal obligations as an employer are detailed in the ACAS Code of Practice on disciplinary and grievance procedures(2015). A full copy of the ACAS code of practice and the accompanying guidance can be obtained from the ACAS website www.acas.org.uk

We note that a failure to follow the code does not, in itself, make an organisation liable to formal proceedings at an employment tribunal, but failure to follow the code may result in any compensation award payable to be increased by up to 25% or reduced by 25% if the employee does not comply.

Objectives and guiding principles

The objective of this procedure is to set out the standards of conduct expected of all staff and to provide a framework within which our managers can work with employees to maintain satisfactory standards of conduct and to encourage improvement where necessary.

It is our policy to ensure that any disciplinary matter is dealt with fairly and consistently. We will take the necessary steps to establish the facts and to give employees the opportunity to respond before taking any formal action.

This procedure does not form part of any employee's contract of employment and it may be amended at any time. We may also vary this procedure, including any time limits, as appropriate in any case.

The procedure applies to all employees regardless of length of service.

Minor conduct issues can often be resolved informally between the employee and their line manager. These discussions should be held in private and without undue delay whenever there is a cause for concern. Where appropriate a note of any such discussions may be held on the employee's personnel file, but will be ignored for the purpose of future disciplinary issues.

Formal steps will be taken under this procedure if the matter is not resolved, or if informal discussion is not appropriate (due to the serious nature of the allegation against you).

The employee will not normally be dismissed for a first act of misconduct, unless we decide it amounts to gross misconduct or you have not yet completed your probationary period.

The procedure

Our aim is to deal with disciplinary matters sensitively and fairly. All employees must treat all information in connection with the disciplinary procedure and its investigation as confidential.

Where there has been a serious allegation of misconduct or gross misconduct and/or there are serious concerns regarding the employee's capability, we aim to establish the facts quickly and no disciplinary action will be taken until the matter has been fully investigated. The employee will be informed if a formal complaint is made against them, and if necessary you may be suspended on full pay pending the outcome of the investigation and disciplinary procedure.

Stage 1: investigation

- The nursery manager will investigate any allegations/concerns quickly and thoroughly to establish whether a disciplinary
- The purpose of the investigation is to establish a balanced view of the facts relating to the allegations against you. The amount of investigation will depend on the nature of the allegations and will vary from case to case. It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents
- Investigation interviews are solely for the purpose of fact finding and no decision on the disciplinary procedure will be taken until after the disciplinary hearing
- The employee is not normally allowed to bring a companion to an investigatory interview. However, we may allow them to bring a work colleague or trade union representative in exceptional circumstances and if you wish to be accompanied you should contact the nursery manager to discuss the reasons for your request
- If the investigations lead us to reasonably believe there are grounds for disciplinary action, we will write to the employee outlining the allegations against you, the basis of the allegations and the potential consequences. The employee will be invited to a disciplinary hearing to discuss the matter. The employee will be sent any copies of evidence which may be referred to in the hearing (e.g. witness statements, or a summary of the statements if the witness's identity is to remain confidential, and minutes of meetings).

Suspension

- If the nursery believes that the employee may be guilty of misconduct, which is considered (at the nursery's absolute discretion) to be serious misconduct, where relationships have broken down, or where we have any grounds to consider that the nursery's property or responsibilities to other parties are at risk, or where we consider in the nursery's absolute discretion that the employee's continued presence at the company's premises would hinder an investigation, the nursery is entitled to suspend the employee on full pay
- Any such suspension will normally last only as long as required to enable an investigation into the circumstances giving rise to such belief of serious misconduct to be carried out and any disciplinary hearing to be convened
- Any such suspension is not a punishment, nor considered as disciplinary action against the employee nor does it imply that any decision has been taken about the employee's case.
-

Stage 2; invite to disciplinary hearing

- The nursery will hold the disciplinary meeting to discuss the allegations, the employee will have the right to bring a companion to the meeting. A companion may be a work colleague or a trade union representative. The employee must inform the nursery manager prior to the meeting who their chosen companion is. If their companion is unreasonable for example, there may be conflict of interest, the nursery manager may require the employee to choose someone else.
- If the employee or their companion is unable to attend the meeting the employee should inform the nursery manager immediately and an alternative time and date, where applicable will be rearranged. The employee must make every effort to attend the meeting and failure to do so without good cause may be treated as misconduct in itself.

Disciplinary hearing

- During the meeting the nursery manager or designated person leading the meeting will go through the allegations against the employee and the evidence that has been collated. The employee will be able to state their case and call relevant witnesses (provided the employee gives advance notice and we agree to their attendance) to support the case
- The nursery may adjourn the disciplinary meeting if further investigations need to be carried out and the employee will be given reasonable opportunity to consider new information,
- The employee will be notified of the decision within 7 working days of the hearing.
- If the employee fails to reply to invitations, or persistently fails to attend the arranged hearing without good cause, it may be carried out in their absence and they will be notified of the decision in writing. The employee will retain the right to appeal.

Appeal

- The employee will be given the opportunity to appeal the decision. If they wish to appeal, the employee should state their full grounds in writing and the letter should be sent to Margaret or Rebecca Hosie within 5 working days from the date and decision was communicated to them
- The appeal meeting will be conducted impartially by a more senior manager, where possible, who has not previously been involved in the case.
- The employee will be able to bring companion to the meeting and the companion may be a work colleague or trade union representative (as stated above)
- The nursery may adjourn the appeal hearing if further investigations need to be carried out and the employee will be given reasonable opportunity to consider any new information before the hearing is reconvened
- The nursery will inform the employee in writing of the final decision as soon as possible, usually within 5 working days of the appeal hearing

There is no legal right to appeal beyond this stage.

Disciplinary penalties

In the first instance, where less serious offences are concerned, the nursery are most likely to give the employee a verbal warning. This warning will be recorded and a copy maintained in the employees personnel file with a time scale for improvement or to not re-offend.

(the right to a verbal warning is not part of the ACAS code. Many employees use verbal warnings as a first stage but you may prefer to use a written warning as the first stage depending on the circumstances)

The usual penalties for misconduct are set out below. No penalty should be imposed without a hearing. We aim to treat all employees fairly and consistently, and a penalty imposed on another employee for similar misconduct will usually be taken into account but should not be treated as a precedent. Each case will be assessed on its own merits.

The employee will not normally be dismissed for a first act of misconduct, unless it is decided that it amounts to gross misconduct or the employee has not yet completed their probationary period.

First Written Warning

A first written warning may be authorised by Margaret or Rebecca Hosie. It will usually be appropriate for a first act of misconduct where there are no other active written warnings on the employee disciplinary record

Final written warning

A final written warning may be authorised by Margaret or Rebecca Hosie. It will usually be appropriate for

- a) Misconduct where there is already an active warning on the employee record,
- b) Misconduct that we consider is sufficiently serious, to warrant a final written warning even though there are no active warnings on the employee record.

Dismissal

Dismissal may be authorised by Margaret or Rebecca Hosie. It will usually only be appropriate for;

- a) Any misconduct during the employee probationary period;
- b) Further misconduct where there is an active final written warning on the employee record; or
- c) Any gross misconduct regardless of whether there are active warnings on the employee record. Gross misconduct will usually result in immediate dismissal without notice or payment in lieu of notice (summary dismissal). Examples of gross misconduct are set out below.

Levels of authority

Nursery Manager (including officer in charge) have the authority to suspend an employee pending investigation. Only the Nursery Manager (including the officer in charge) and higher management has the authority to suspend an employee as set out above,

Gross misconduct

In the case of gross misconduct the nursery reserves the right to dismiss an employee without notice, (or payment in lieu of notice) if, after investigation and a hearing, the management are satisfied that there is sufficient justification for so doing.

Durations of warnings

Under normal circumstances warnings will be valid for the following time periods, although these may vary according to the nature of the occurrence and may therefore be determined by mutual agreement at the time of issues.

Verbal warning - six months

First written Warning - 6 months

Final written warning - 12 months

On expiry, warnings will be disregarded for future disciplinary purposes.

Alternative to dismissal

In some cases the nursery may, at the setting's discretion, consider alternatives to dismissal. These must be authorised by Rebecca Hosie and will usually be accompanied by a final written warning. Examples include;

- Demotion/loss of seniority
- Change to job role
- A period of suspension without pay
- Loss of additional hours/overtime

Examples of gross misconduct

Examples of what would constitute a gross misconduct offence include;

- Failure to inform the employer of a disqualification, either personally or a person employed in that household.
- Theft or the unauthorised possession of property belonging to the nursery, its employees or customers.
- Assault on any employee or persons associated with the nursery
- Breach of confidence i.e. the divulging of confidential information relating to the nursery, its employees or clients
- Dishonesty, including the use of any funds, expenses or allowances for any other purpose than that for which they have been delegated by the nursery
- Being under the influence of drugs or alcohol whilst on duty.
- Serious or persistent breaches of safety rules
- Fraud including falsification of work records and expense claims
- Physical assault/punishment or abuse towards a child e.g. hitting a child in chastisement or harsh disciplinary actions and /or threatening the use of corporal punishment which could adversely affect a child's well being
- Discriminatory/harassment in any way against a child/person
- Persistent failure to follow nursery documentary systems and procedures
- Unauthorised absence from work/unacceptable attendance levels
- Obscene language or other offensive behaviour
- Negligence in the performance of the employee duties

Further behaviour that could constitute gross misconduct is not limited by the above list.

Examples of misconduct

Examples of what would constitute a misconduct offence include:

- Minor breach of our policies
- Minor breaches of the employee contract
- Minor damage to, or unauthorised use of nursery property
- Poor timekeeping
- Time-wasting
- Refusal to follow instructions
- Smoking in no smoking areas

N.B some of the misconduct offences above may, dependent on the circumstances and having followed a detailed investigation, also be classed as gross misconduct offences.

As an organisation we take health and wellbeing of staff and children seriously. As such, we would expect all members of staff working within the setting to abide by any government recommendations, laws and guidelines set for example rules on social distancing whether at work or in their private lives. Any breach of government guidelines will be dealt with in accordance with our disciplinary procedures and may also be treated as misconduct

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Accidents and First Aid



Wales: NMS

5.1, 10.12, 10.14, 24.1

At Caego Day Nursery the safety of all children is paramount and we have measures in place to help to protect children. However, sometimes accidents do unavoidably happen. We follow this policy and procedure to ensure all parties are supported and cared for when accidents and incidents happen, and that the circumstances of the accident or incident are reviewed with a view of minimising any future risks.

Accidents

When an accident or incident occurs, we ensure;

- The child is comforted and reassured first.
- The extent of the injury is assessed and if necessary, a call is made for medical support and/or an ambulance
- First aid procedures are carried out where necessary, by a trained paediatric first aider
- The person responsible for reporting accidents, incidents or near misses is the member of staff who saw the incident or was first to find the child where there are no witnesses.
- The accident or incident is recorded on an accident/incident form and it is reported to the nursery manager. Other staff who have witnessed the accident may also countersign the form, and in more serious cases provide a statement. This should be clearly remembered
- Parents are shown the accident/incident report and informed of any first aid treatment given when collecting the child. They are asked to sign the record of any accidents/incidents to acknowledge the entry.
- The nursery manager reviews the accident/incident forms at least monthly for patterns e.g. one child having a repeated number of accidents, a particular area in the nursery or a particular time of day when most accidents happen. Any patterns are investigated by the nursery manager and all necessary steps to reduce risks are put in place
- The nursery manager reports any serious accidents/incidents to the registered person for investigation for further action to be taken (i.e. a full risk assessment or report under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR))
- The Accident File is kept for at least 21 years and three months
- Where medical attention is required, a senior member of staff will notify the parent(s) as soon as possible whilst caring for the child appropriately
- Where medical treatment is required the nursery manager will follow the insurance company procedures, which may involve informing them in writing of the accident.
- The nursery manager/registered provider will report any accidents of a serious nature to CIW and the local authority child protection team, where necessary, following the

guidance set out in serious accidents, injuries and deaths that registered providers must notify to CIW and local child protection agencies, notification must be made as soon as is reasonable practical, but in any event within 14 days of the incident occurring. Where relevant such accidents will also be reported to the local authority environmental health department or the Health and Safety Executive and their advice followed.

Location of accident files; toddler/flying start room

Contact details

Organisation	Contact
CIW	0300 062 5609
Local child protection agency	01978 292039
Health and Safety Executive	Visit http://www.hse.gov.uk/contact/index.htm
Local authority environmental health department	01978 292040
RIDDOR report form	http://www.hse.gov.uk/riddor/report.htm

Head Injuries

If a child has a head injury in the setting then we will follow the following procedure;

- Comfort, calm and reassure the child
- Assess the child's condition to ascertain if a hospital or ambulance is required. We will follow our procedure for this is required (see below)
- If the skin is not broken we will administer a cold compress for short periods of time, repeated until the parent arrives to collect their child.
- If the skin is broken then we will follow our first aid training and stem the bleeding
- Call the parent and make them aware of the injury and if they need to collect their child
- Complete the accident form
- Keep the child in a calm and quiet area whilst awaiting collection, where applicable
- We will continue to monitor the child and follow the advice on the NHS website as per all head injuries <https://www.nhs.uk/conditions/minor-head-injury/>
- For major head injuries we will follow our paediatric first aid training

Transporting children to hospital procedure

The nursery manager/staff member must:

- Call for an ambulance immediately if the injury is severe. We will not attempt to transport the injured child in our own vehicles
- Whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter.

- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times. Children who witness an incident may well be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.

First aid

The first aid boxes are located in: kitchen cupboard

These are accessible at all times with appropriate content for use with children.

The appointed person responsible for first aid checks the contents of the boxes regularly 6 monthly and replaces items that have been used or are out of date.

The staff first aid box is kept kitchen cupboard . This is kept out of reach of the children.

First aid boxes should only contain items permitted by the Health and Safety (First Aid) Regulations Act 1981, such as sterile dressings, bandages and eye pads. No other medical items, such as paracetamol should be kept in.

The appointed person(s) responsible for first aid is Gemma Walsh, Gemma Duffy & Belinda Thackaberry

Most of the staff are trained paediatric first aid and this is updated every three years. We comply with the general first aid at work training requirements set out by the health and safety Executive in relation to our employees.

All first aid trained staff are listed in every room. When children are taken on an outing away from our nursery, we will always ensure they are accompanied by at least one member of staff who is trained in paediatric first aid. A first aid box is taken on all outings, along with any medication that needs to be administered in an emergency including inhalers etc.

Food safety and play

Children are supervised during mealtimes and food is adequately cut up to reduce the risk of choking. The use of food as a play material is discouraged. However, as we understand that learning experiences are provided through exploring different malleable materials the following may be used.

Playdough

Cornflour

Dried pasta, rice and pulses

These are risk assessed and presented differently to the way it would be presented for eating e.g. in trays

Food items may also be incorporated into the role play area to enrich the learning experiences for children. e.g. fruits and vegetables. Children will be fully supervised during these activities. Food that could cause a choking hazard, including raw jelly, is not used.

Personal protective equipment (PPE)

The nursery provides staff with PPE according to the need of the task or activity. Staff must wear PPE to protect themselves and the children during tasks that involve contact with bodily fluids. PPE is also provided for domestic tasks. Staff are consulted when choosing PPE to ensure all allergies and individual needs are supported and this is evaluated on an ongoing basis.

Dealing with blood

We may not be aware that any child attending the nursery has a condition that may be transmitted via blood. Any staff member dealing with blood must:

- Always take precautions when cleaning wounds as some conditions such as hepatitis or the HIV virus can be transmitted via blood
- Wear disposable gloves and wipe up any blood spillage with disposable cloths, neat sterilising fluid or freshly diluted bleach (one part diluted with 10 parts water). Such solutions must be carefully disposed of immediately after use.

Needle puncture and sharps injury

We recognise that injuries from needles, broken glass and so on may result in blood borne infections and that staff must take great care in the collection and disposal of this type of material. For the safety and well-being of the employees, any staff member dealing with needles, broken glass etc. must treat them as contaminated waste. If a needle is found the local authority must be contacted to deal with its disposal.

At Caego Day Nursery we treat our responsibilities and obligations in respect of health and safety as a priority and we provide ongoing training to all members of staff which reflects best practice and is in line with current health and safety legislation.

This policy is updated at least annually in consultation with staff and parents and/or after a serious accident or incident

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Immunisation



At Caego Day Nursery we expect that children are vaccinated in accordance with the government's health policy and their age and promote this with parents.

We ask that parents inform us if their children are not vaccinated so that we can manage any risks to their own child or other children, staff and parents in the best way possible. The nursery manager must be aware of any children who are not vaccinated within the nursery in accordance with their age.

We make all parents aware that some children in the nursery may not be vaccinated in the nursery due to their age, medical reasons or parental choice. Our nursery does not discriminate against children who have not received their immunisations and will not disclose individual details to other parents. However, we will share the risks of infection if children have not had immunisations and ask parents to sign a disclaimer.

We record, or encourage parents to record information about immunisations on children's registration documents and we update this information as and when necessary, including when the child reaches the age for the appropriate immunisations.

Staff vaccinations policy

It is recommended by the government and NHS that staff keep up-to-date with their vaccinations.

If a member of staff is unsure as to whether they are up to date, then we recommend that they visit their GP or practice nurse for support and advice.

Emergency information

We keep emergency information for every child and update it every six months with regular reminders to parents in newsletters, at parents' evenings and a reminder notice on the Parent Information Board.

For the purpose of this policy the term 'parents' will be used to describe all types of primary caregiver, such as biological and adoptive parents, foster carers and guardians

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Allergies and Allergic Reactions



Wales: NMS

5.1, 12.1

At Caego Day Nursery we are aware that children may have or develop an allergy resulting in an allergic reaction.

We aim to ensure allergic reactions are minimised or, where possible, prevented and that staff are fully aware of how to support a child who may be having an allergic reaction.

Our procedures

- All staff are made aware of the signs and symptoms of a possible allergic reaction in case of an unknown or first reaction in a child. These may include a rash or hives, nausea, stomach pain, diarrhoea, itchy skin, runny eyes, shortness of breath, chest pain, swelling of the mouth or tongue, swelling to the airways to the lungs, wheezing and anaphylaxis
- We ask parents to share all information about allergic reactions and allergies on their child's registration form and to inform staff of any allergies discovered after registration
- We share all information with all staff and keep an allergy register in kitchen
- Where a child has a known allergy, the nursery manager will carry out a full Allergy Risk Assessment Procedure with the parent prior to the child starting the nursery and/or following notification of a known allergy. This assessment is shared with all staff. This may involve displaying photos of the children along with their known allergies in the kitchen and/or nursery rooms, where applicable
- All food prepared for a child with a specific allergy is prepared in an area where there is no chance of contamination and served on equipment that has not been in contact with this specific food type, e.g. nuts
- The manager, nursery cook and parents will work together to ensure a child with specific food allergies receives no food at nursery that may harm them. This may include designing an appropriate menu or substituting specific meals on the current nursery menu
- Seating is monitored for children with allergies. Where deemed appropriate staff will sit with children who have allergies and where age/stage appropriate staff will discuss food allergies with the children and the potential risks
- If a child has an allergic reaction to food, a bee or wasp sting, plant etc. a first aid trained member of staff will act quickly and administer the appropriate treatment, where necessary. We will inform parents and record the information in the incident book and on the allergy register
- If an allergic reaction requires specialist treatment, e.g. an EpiPen, then at least two members of staff working directly with the child and the manager will receive specific medical training to be able to administer the treatment to each individual child

Food Information Regulations 2014

We incorporate additional procedures in line with the food information regulations 2014 (FIR) including displaying our weekly menus on the parent information board/seesaw app identifying any of the 14 allergens that are used as ingredients in any of our dishes.

In the event of a serious allergic reaction and a child needing transporting to hospital the nursery manager/ staff member will;

Transporting children to hospital procedures

- Call for an ambulance immediately if the allergic reaction is severe. Staff will not attempt to transport the sick child in your own vehicle
- Ensure someone contacts the parents whilst waiting for the ambulance, contact the parent(s) and arrange to meet them at the hospital
- Arrange for the most appropriate member of staff to accompany the child taking with them any relevant information such as registration forms, relevant medication sheets, medication and the child's comforter
- Redeploy staff if necessary to ensure there is adequate staff deployment to care for the remaining children. This may mean temporarily grouping the children together
- Inform a member of the management team immediately
- Remain calm at all times and continue to comfort and reassure the child experiencing an allergic reaction. Children who witness an incident may also be affected by it and may need lots of cuddles and reassurance. Staff may also require additional support following the accident.
- Where a serious incident occurs and a child requires hospital treatment, CIW will be informed.

This policy was adopted on	Signed on behalf of the nursery	Date for review
.	<i>R.Hosie</i>	<i>January 2026</i>

Sun Care



At Caego Day Nursery we are committed to ensuring that all children are fully protected from the dangers of too much sun/UV rays. Severe sunburn in childhood can lead to the development of malignant melanoma (the most dangerous type of skin cancer) in later life.

We follow guidance from the weather and UV level reports and use the following procedures to keep children safe and healthy in the sun:

- Children must have a clearly labelled sun hat which will be worn at all times whilst outside in sunny weather. This hat will preferably be of legionnaires design (i.e. with an extended back and side to shield children's neck and ears from the sun) to provide additional protection
- Children must have their own labelled high factor sun cream with prior written consent for staff to apply. This enables children to have sun cream suitable for their own individual needs. Staff must be aware of the expiry date and discard sunscreen after this date.. Sun cream containing Nut-based ingredients will not be allowed in the setting. 0
- Parents are requested to supply light-weight cotton clothing for their children suitable for the sun, with long sleeves and long legs
- Children's safety and welfare in hot weather is the nursery's prime objective so staff will work closely with parents to ensure all appropriate cream and clothing is provided
- Staff will make day-to-day decisions about the length of time spent outside depending on the strength of the sun(UV levels); children will not be allowed in the direct sunlight between 11.00am - 3.00pm on hot days
- Children will always have sun cream applied before going outside in the hot weather and at frequent intervals during the day, from March to October, following NHS sunn safety advice. Shaded areas are provided to ensure children are able to still go out in hot weather, cool down or escape the sun should they wish or need to.
- Childrne will always have sun cream applied before going outside in hot weather and at frequent intervals during the day
- Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible both indoors and out
- Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during their time in the sun

Key workers will also work with the parents of their kwy children to decide and agree on suitable precautions to protect children from burning.

Vitamin D

Sunlight is important for the body to recieve vitamin D to help the body absorb calcium and phosphate from our diet. These minerals are important for healthy boens, teeth and muscles

Our body creates vitamin D from direct sunlight on our skin when we are outdoors. Most people can make enough vitamin d from being out in the sun daily fro short periods with their hands or other body parts uncovered.

At nursery, we find the right balance to protecting children from sunburn by following NHS guidance. The benefits are discussed with parents and their wishes followed with regard to the amount of sun cream applied.

We also promote the NHS recommendation to parents that all children aged under 5 years should be given vitamin D supplements even if they do get out in the sun.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Early Learning Opportunities policy



Wales: NMS
7.1 - 7.11, 23.2

At Caego Day Nursery we recognise that children learn in different ways and at different rates and plan for this accordingly. Our aim is to support all children attending the nursery to attain their maximum potential within their individual capabilities.

We provide a positive inclusive play environment for every child, so they may develop good social skills and an appreciation of all aspects of this country's multi-cultural society. We plan learning experiences to ensure, as far as practical, there is equality of opportunity for all children and a celebration of diversity.

We maintain a personalised record of every child's development, showing their abilities, progress, interests and areas needing further staff or parental assistance.

For children whose home language is not English, we will take reasonable steps to provide opportunities for children to develop and use their home language in play and learning and support their language development at home;

We implement Curriculum for Wales, specifically for funded non-maintained nursery settings, to support effective planning to ensure the provision of a developmentally appropriate curriculum for our youngest learners. The Curriculum:

- Enables learners to develop in the way described in the four purposes of curriculum for Wales
- Is broad and balanced
- Is suitable for learners of differing ages, abilities and aptitudes
- Provides appropriate progression for all learners.

When providing care for children under 2 years of age we will make sure that the children interact with consistent adults at frequent intervals throughout the day. There is a clear planning of babies activities. The babies should be fed and changed by their key worker or a consistent adult.

We review all aspects of learning and development and ensure a flexible approach is maintained, which responds quickly to children's learning and developmental needs. We develop engaging experiences and effective environments based on observations which inform future planning and draw on children's needs and interests. This is promoted through a balance of adult-supported and child-initiated opportunities both indoors and outdoors.

We acknowledge parents as primary educators and encourage parental involvement as outlined in our Parents and partners policy. We build strong home links in order to enhance and extend children's learning both within the nursery environment and in the child's home.

Information about curriculum and assessment in Wales can be found on following website

<https://gov.wales/curriculum-and-assessment>

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Settling In



Wales: NMS
8.5, 14.5

At Caego Day Nursery our aim is to work in partnership parents, to help them become familiar with the setting and offer a settled relationship for the child. We know children learn best when they are healthy, safe and secure, so we build positive relationships with parents. These ensure we can meet children's individual needs and help them settle quickly into nursery life.

All our staff know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery.

Our settling in procedure includes:

- Allocating key workers to each child and his/her family, before he/she starts to attend. The key workers welcome and look after the child ensuring that their care is tailored to meet their individual needs. He/she offers a settled relationship for the child and builds a relationship with his/her parents during the settling in period and throughout his/her time at the nursery, to ensure the family has a familiar contact person to assist with the settling in process
- Reviewing the nominated key worker if the child is bonding with another member of staff to ensure the child's needs are supported.
- Providing parents with relevant information about the policies and procedures of the nursery
- Working with parents to gather information before the child starts on the child's interests, likes and dislikes and having their favourite things available at settling sessions e.g. favourite story or resource.
- Completing a baseline of the child's current development to plan and meet the individual needs of the child from the first day
- Encouraging parents and children to visit the nursery before an admission is planned and arranging a home visit and/or online video meetings where applicable
- Planning tailored settling in visits and introductory sessions, following any necessary government advice
- Encouraging parents to send in family photos to display to help settle the child
- Reassuring parents whose children seem to be taking a little longer to settle in and developing a plan with them, for example shorter days, where possible
- Providing parents with regular updates and photos of their children who are settling in.
- Encouraging parents, where appropriate to separate themselves from their children for brief periods at first, gradually building up to longer absences
- Assigning a buddy/back-up key worker to each child in case the key worker is not available. Parents will be made aware of this to support the settling process and attachment

- Respecting the circumstances of all families, including those who are unable to stay for long periods of time in the nursery and reassure them of their child's progress towards settling in
- Not taking a child on an outing from the nursery until he/she is completely settled.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Transitions policy



At Caego Day Nursery we recognise that young children will experience many transitions in their early years; some of these planned and some unplanned. We are sensitive to the impact of such changes to children and this policy sets out the ways in which we support children going through these transitions.

Some examples of transitions that young children and babies may experience are:

- Starting nursery
- Moving between different rooms within the nursery
- Starting school or moving nurseries
- Family breakdowns
- New siblings
- Moving home
- Death of a family member or close friend
- Death of a family pet.

Staff are trained to observe their key children and as to be sensitive to any changes in their behaviour and personality. We respectfully ask that parents inform us of any changes in the home environment that may impact on their child so staff can be aware of the reasons behind any potential changes in the child's behaviour.

Starting nursery

We recognise that starting nursery may be difficult for some children and their families. We have a settling in policy to support the child and their family.

Moving rooms procedure

When a child is ready to move to a different room in the nursery, we follow the process set out below and work with the parents to ensure this is a seamless process in which the child is fully supported at all stages. This may include a handover meeting between the existing key worker, new key worker and parents.

- Consider the individual needs of the child and when they are ready to move based on age/stage of development.
- Enable child will spend short sessions in their new room prior to the permanent move so they feel comfortable in their new surroundings with their key worker initially, so they have a familiar person to be present at all times.
- Wherever possible, transition groups of friends will be moved together to enable these friendships to be kept intact and support the children with the peers they know
- Keep parents informed of all visits and the outcomes of these sessions e.g. through photographs, discussions or diary entries
- Only transition the child when they feel settled and ready to move. If a child requires more support this will be discussed between the key worker, parent, manager and room leader of the new room to agree how and when this will happen. This may include moving their key worker with them on a temporary basis.

Starting school or moving childcare providers

Starting school is an important transition and some children may feel anxious about the move. We will do all we can to facilitate a smooth transition and minimise any potential stresses. The following process relates to children going to school. However, whenever possible, we will also adapt this process to support children moving to another childcare provider e.g. childminder or another nursery.

- We will provide a variety of resources that relate to the school, e.g. uniform to dress up in, a role play area set up as a school classroom, photographs of all the schools the children may attend and of the teachers. This will help the children to become familiar with this new concept and will aid the transition
- Build relationships with local schools where possible throughout the year and invite them to key events and/or we will attend key events e.g. nativity, sports day
- We invite school representatives into the nursery, where possible or invite them to talk via online platforms, such as Zoom, so they have the opportunity to introduce them to the children
- Where possible we use other ways to support the transition to school, e.g. inviting previous children from the nursery who have moved on to school to come back and talk to the children about their school experiences
- Where possible we plan visits to the school with the key worker. Each key worker will talk about the school with their key children who are due to move to school and discuss what they think may be different and what may be the same. They will talk through any concerns the child may have and initiate activities or group discussions relating to any issues to help children overcome these
- We produce a comprehensive report on every child leaving the setting and, with parent permission, will share this with the school to enable teachers to have a good understanding of every child received. This will include their interests, strengths and level of understanding and development in key areas. This will support continuity of care and early learning.
- With parent permission around school allocation day, we may share details of the schools children are going to, so parents can see which children may be going to the same school. This can offer some reassurance for the children to know that they are moving with some familiar peers.

Other early years providers

Where children are attending other early years settings or are cared for by a childminder we will work with them to share relevant information about children's development. Where a child is brought to nursery or collected from nursery by a childminder we will ensure that key information is being provided to the child's parent by providing the information directly to the parent via email, video call or telephone.

Family breakdowns

We recognise that when parents separate it can be a difficult situation for all concerned. We have a separated families' policy that, shows how the nursery will act in the best interest of the child.

Moving home and new siblings

We recognise that both these events may have an impact on a child. Normally, parents will have advance notice of these changes and we ask parents to let us know about these events so we can support the child to be prepared. The key worker will spend time talking to the child and

providing activities that may help the child to act out any worries they have, e.g. through role play, stories and discussions.

Bereavement

We recognise that this may be a very difficult time for children and their families and have a separate policy on bereavement which we follow to help us offer support to all concerned should this be required.

If parents feel that their child requires additional support because of any changes or transitions in their life, we ask that you speak to the nursery manager and the key worker to enable this effective support to be put into place.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Separated Family



Wales: NMS

5.1

At Caego Day Nursery we support families going through separation. We understand that this can be a difficult time and so work closely with the parents to establish the most effective support. We support a children's emotional well-being during this time of transition and report any significant changes in behaviour to the parents. Parents are signposted to relevant services and organisations for support for the whole family, where required.

Parental responsibility

While the law does not define in detail what parental responsibility is, the following list sets out some key features of someone holding parental responsibility. These include:

- Providing a home for the child
- Having contact with and living with the child
- Protecting and maintaining the child
- Disciplining the child
- Choosing and providing for the child's education
- Determining the religion of the child
- Agreeing to the child's medical treatment
- Naming the child and agreeing to any change of the child's name
- Accompanying the child outside the UK and agreeing to the child's emigration, should the issue arise
- Being responsible for the child's property
- Appointing a guardian for the child, if necessary
- Allowing confidential information about the child to be disclosed.

Wales

If the parents of a child are married to each other at the time of the birth, or if they have jointly adopted a child, then they both have parental responsibility. Parents do not lose parental responsibility if they divorce and this applies to both the resident and the non-resident parent.

This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. A father, however, has this responsibility only if he is married to the mother when the child is born or has acquired legal responsibility for his child through one of these three routes:

- By jointly registering the birth of the child with the mother (From 1 December 2003)
- By a parental responsibility agreement with the mother
- By a parental responsibility order, made by a court.

We are aware of different types of family arrangements and will seek further advice from a solicitor, NDNA legal helpline or children's social care if required.

Nursery Registration

During the registration process we collect details about both parents including who has parental responsibility, as this will avoid any future difficult situations.

We request these details on the child's registration form. If a parent does not have parental responsibility, or has a court order in place to prevent this, we must have a copy of this documentation for the child's records.

If a child is registered by one parent of a separated family, we request disclosure of all relevant details relating to the child and other parent such as court orders or injunctions. This will make sure we can support the child and family fully in accordance with the policy set out below.

We will:

- Ensure the child's welfare is paramount at all times they are in the nursery
- Comply with any details of a court order where applicable to the child's attendance at the nursery where we have seen a copy/have a copy attached to the child's file
- Provide information on the child's progress, e.g. learning journeys, progress checks within the nursery, to both parents where both hold parental responsibility
- Invite both parents to nursery events, including parental consultations and social events where both hold parental responsibility
- Ensure any incident or accident within the nursery relating to the child is reported to the person collecting the child
- Ensure that all matters known by the staff pertaining to the family and the parent's separation remain confidential
- Ensure that no member of staff takes sides regarding the separation and treats both parents equally and with due respect
- Not restrict access to any parent with parental responsibility unless a formal court order is in place. We respectfully ask that parents do not put us in this position.
- We will seek legal advice in the case of any disputes regarding the care/collection and sharing information, where required to ensure we meet all legal requirements.

We ask parents to:

- Provide us with all information relating to parental responsibilities, court orders and injunctions
- Update information that changes any of the above as soon as practicably possible
- Work with us to ensure continuity of care and support for your child
- Not involve nursery staff in any family disputes, unless this directly impacts on the care we provide for the child
- Talk to the manager/key worker away from the child when this relates to family separation in order to avoid the child becoming upset. This can be arranged as a more formal meeting or as an informal chat
- Not ask the nursery to take sides in any dispute. We will only take the side of your child and this will require us to be neutral at all times.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Outdoor Play



Wales: NMS

7.4, 22.16, 23.5, 23.7

At Caego Day Nursery we recognise the importance of daily outdoor play and physical development. We are committed to ensure all children have daily access regardless of their age and stage of development. Where possible this includes the children having free access to the outdoors, allowing them the freedom to play indoors or out. We provide an inclusive outdoor play environment with areas for non-mobile children to freely explore. We make reasonable adjustments where required, in line with the equality act 2010. We go out to play with all children in all weathers (unless it is deemed unsafe).

We understand the vital role that learning outdoors has on childrens learning and development as well as the importance of regular access to outdoor play in order to keep fit and healthy, develop their large and fine motor skills, experience learning in a natural environment and access sunlight in order to absorb vitamin D more effectively.

The outdoor areas, both within the nursery grounds and in the local community have a wealth of experiences and resources which help children learn and develop in a variety of ways, including independence, exploration and investigative skills, risk taking and self-esteem, all of which support children to develop skills now and for the future.

We take reasonable steps to ensure the safety of children through risk assessments, whilst balancing the benefits of learning through 'risky play'. This type of play allows children to explore and find their own boundaries in a safe environment with supportive practitioners. Staff are informed of the importance of safety procedures and are trained appropriately to ensure these procedures are followed effectively.

We ensure outdoor play is adequately supervised and we have robust safety checks in place, including regular head counts.

We obtain parental permission before any child leaves the nursery during the day. This includes short outings into the local community. There is more information in the visits and outings policy.

We plan all outdoor play opportunities and outings to complement the early years curriculum, providing engaging experiences and effective environments with purposeful activities and quality resources that support and follow childrens individual interests. There is a balance of both adult-supported and child-initiated opportunities to enable children to learn and practice new skills, knowledge and behaviours. Where possible, and in line with the childrens needs, we will also often have snacks and meals outdoors.

Where activities take place away from the setting (e.g. in the local wood) then a mobile phone and first aid kit will be taken to ensure the safety of children at all times. A trained paediatric first aider will be present when away from the main setting.

We use this policy alongside the following policies to ensure the safety and welfare of children throughout their time outside:

- Health and safety
- Sun care
- Caring for babies and toddlers
- Lost child
- Parents as partners
- Supervision of children
- Safeguarding children and child protection
- Visits and outings

This policy was adopted on	Signed on behalf of the nursery	Date for review
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Caring for Babies and Toddlers Policy



Wales: NMS

7.11, 8.6, 10.16, 12.9, 13.12,
22.12, 23.7, 24.7

At Caego Day Nursery we care for babies and toddlers under the age of two and ensure their health, safety and well-being through the following:

Implementing the NMS requirements at all times; caring for babies and toddlers in a separate base room with a maximum number of 12 children on a minimum ratio of 1:3

- Allocating each baby/toddler with consistent staff and working in partnership with their parent to meet their individual needs and routines.
- Having well qualified staff that understand the needs of babies and toddlers, ensuring that at least half of the staff team caring for children under the age of two have undertaken specific training for working with babies.
- Ensuring babies and toddlers have opportunities to see and play with older children whilst at nursery, details of how this can be achieved is included in the nursery's operational plan and agreed with CIW
- Toddlers transition to the older age groups/rooms when assessed as appropriate for their age /stage (see transition policy)
- Staff supervise all babies and toddlers and organise the environment to support both non-mobile babies and more mobile babies and toddlers.

Environment

- The environment, equipment and resources are risk assessed and checked daily before the children access the rooms/area. This includes checking the stability of cots and areas around, low/highchairs and ensuring restraints on these, pushchairs and prams are intact and working.
- All doors are fitted with viewing panels and door finger guards to prevent accidents
- Outdoor shoes are removed or covered when entering the baby and toddler area (s) staff remind parents and visitors to adhere to this procedure. Flooring is cleaned regularly
- Sterilisers are washed out and cleaned daily
- Large pieces of furniture are fixed to the walls to stop them falling on top of babies and young children.
- Non- mobile babies will have lots of opportunities for tummy times to promote physical development under close supervision.
- Play and learning is planned in line with children's individual interests and the requirements of the NMS.

Resources

- Care is taken to ensure that babies and toddlers do not have access to resources/activities containing small pieces, which may be swallowed or otherwise injure the child.
- Babies and toddlers are closely supervised during all activities
- Resources and equipment that babies and young children have placed in their muht are cleaned/sterilised after use.
- All resourcesd are frequently cleaned
- Soft furnishings are frequently cleaned
- The use of baby walkers, bumbos and jumparoos will only be used for a limited period of time. If used for extended periods of time on a regular basis, these can contribute to delayed physical development. We follow NHS guidelines which recommends that if these resources are to be used then it should be for no more than 20 mins at a time.

Intimate care

- Babies and toddlers have their nappies changed according to their individual needs and requirements by their key worker, whenever possible. Checks are documented with the time and staff initials, and information is shared with parents.
- When developmentally appropriate we work closely with parents/carers to sensitevely support toilet training in a way that suits the individual needs of the child
- Potties are washed and disinfected after every use. Changing mats are wiped with anti-bacterial cleanser before and after every nappy change.
- Staff ensure all the equipment is ready before the babies and toddlers are placed on a changing mat
- No child is ever left unattended during nappy changing time
- Intimate care times are seen as opportunities for one-to-one interactions.
- Staff do not change nappies whilst pregnant until a risk assessment has been discussed and conducted. Students only change nappies with the support and close supervision of a qualified member of staff (see sererate students policy)
- Cameras and mobile phones are not permitted in toilet and nappy changing areas
- Nappy sacks and creams are not left in reach of babies and children.
- We always follow systems in place to ensure there is an adequate supply of clean bedding, towels and spare clothes.

See nappy changing policy

Sleep

- Each baby/toddler has labelled nursery bedding which is washed at least weekly and when necessary. We take into account any allergies and irritation to soap powders and any individual needs; for example if a child prefers to sleep in a sleeping bag, we will ask parents to bring one from home.
- All cot mattresses/sleep mats meet necessary safety standards
- Safe sleep guidance is followed at all times; babies are always laid to sleep om their back, with their feet touching the foot of the cot. Children under two years are not given pillows, cot bumooers or any soft furnishings in order to prevent risk of suffication
- We share safe sleep advice with parents
- We ensure that sheets or thin blankets come no higher that the babys shoulders, to prevent them wriggling under the covers. We make sure the covers are securely tucked in so they cannot slip over the babys head.

- Only sheets and blankets that are of good condition are used, any loose threads are removed
- Cots are checked before use to ensure no items are within reach i.e. hanging over or beside the cot. (e.g. fly nets, cables, cord blinds)
- Babies sleeping outside have cat/fly nets over their prams and we ensure we only use prams that lie flat for sleeping, so babies and/or the sleep check form, and times are shared with parent.

Bottles

- Feeding times are seen as an opportunity for bonding between practitioner and child and where possible babies are fed by their key worker.
- Food/milk for babies is prepared in a separate which is specifically designated for this preparation. Handwashing is completed before preparation is undertaken
- Bottles of formula milk are only made up as and when the child needs them. Following the department of health guidelines, we only use recently boiled water to make formula bottles (left no longer than 30 minutes to cool). We do not use cooled boiled water that is reheated. They are then cooled to body temperature, which means they should feel warm or cool, but not hot. Bottles are tested and sterilised thermometer to ensure they are an appropriate temperature for the child to drink safely.
- Bottles are only made following the instructions on the formula, if during the making process there are discrepancies, a new bottle will be made
- All new staff will be shown the procedure, and only when competent and confident will they make them on their own. Students are fully supervised.
- Bottles and teats are thoroughly cleaned with hot soapy water and sterilised after use (they are not washed in the dishwasher) they are replaced as and when required
- Unwanted/left over contents of bottles are disposed of after two hours
- Babies are never left propped up or laid in a cot or pram with bottles, as it is both dangerous and inappropriate.
- A designated area is available for mothers who wish to breastfeed their babies or express milk
- Labelled breast milk is stored in the fridge

Mealtimes

- All low/highchairs used for feeding are fitted with restraints and these are used at all times. Children are never left unattended when eating or when in highchairs. Restraints are removed and washed weekly or as needed.
- Mealtimes are seen as social occasions and promote interactions. Staff always sit with babies and young children, interacting promoting communication and social skills.
- All children are closely supervised whilst eating and if any choking incidents occur paediatric first aid will be administered
- Babies and young children are encouraged to feed themselves with support as required
- We work together with parents regarding weaning and offer any support, as required.

Comforter and dummies

- We have a separate use of dummies in nursery policy to promote communication and language development.
- If dummies are used, they are cleaned and sterilised. This also applies to dummies which have been dropped on the floor (see separate use of dummies in nursery policy)

- All dummies are stored in separate labelled containers to ensure no cross-contamination occurs
- Dummies are disposed of if they become damaged
- Comforters including teddies and blankets are kept safe and provided at sleep times, or if the child becomes unsettled.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Use of Dummies in Nursery



At Caego Day Nursery we recognise that a dummy can be a source of comfort for a child who is settling and/or upset, and that it may often form part of a child's sleep routine.

We also recognise that overuse of dummies may affect a child's language development as it may restrict the mouth movements needed for speech. As babies get older they need to learn to move their mouths in different ways, to smile, to blow bubbles, to make sounds, to chew food and eventually to talk. As babies move their mouths and experiment with babbling sounds they are learning to make the quick mouth movements needed for speech. The more practice they get the better their awareness of their mouths and the better their speech will be.

Our nursery will:

- Discuss the use of dummies with parents as part of babies' individual care plans
- Only allow dummies for comfort if a child is really upset (for example, if they are new to the setting or going through a transition) and/or as part of their sleep routine
- Store dummies in individual hygienic dummy boxes labelled with the child's name to prevent cross-contamination with other children
- Immediately clean or sterilise any dummy or bottle that falls on the floor or is picked up by another child.
- Dummies will be disposed of if they become damaged and/or when they required to be disposed of

When discouraging the dummy staff will:

- Make each child aware of a designated place where the dummy is stored
- Comfort the child and if age/stage appropriate explain in a sensitive and appropriate manner why they do not need their dummy
- Distract the child with other activities and ensure they are settled before leaving them to play
- Offer other methods of comfort such as a toy, teddy or blanket
- Explain to the child they can have their dummy when they go home or at sleep time.

We will also offer support and advice to parents to discourage dummy use during waking hours at home and suggest ways which the child can be weaned off their dummy through books and stories (when appropriate).

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Sleep



Wales: NMS

22.12, 24.7

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

The safety of babies' sleeping is paramount. Our policy follows the advice provided by The Cot Death Society and Lullaby Trust to minimise the risk of Sudden Infant Death. We make sure that:

- Babies are placed on their backs to sleep, if a baby has rolled onto their tummy, we turn them onto their back again unless they are able to roll from back to front and back again, on their own, in which case we enable them to find their own position
- Babies/toddlers are never be put down to sleep with a bottle to self-feed
- Babies/toddlers are monitored visually when sleeping, looking for the rise and fall of the chest and if the sleep position has changed
- Checks are recorded every 10 minutes and as good practice we monitor babies under six months or a new baby sleeping during the first few weeks every five minutes, until we are familiar with the child and their sleeping routines to offer reassurance to them and their families.
- Babies and children are never left to sleep in a seperate sleep room without staff supervision at all times

We provide a safe sleeping environment by:

- Monitoring the room temperature
- Using clean, light bedding/blankets and ensuring babies are appropriately dressed for sleep to avoid overheating
- Only using safety-approved cots or other suitable sleeping equipment (i.e. pods or mats) that are compliant with British Standard regulations, and mattress covers are used in conjunction with a clean fitted sheet
- Only letting babies sleep in prams if they lie flat and we have written permission from the parents
- Not using cot bumpers or cluttering cots with soft toys, although comforters may be given where required
- Keeping all spaces around cots and beds clear from hanging objects i.e. hanging cords, blind cords, drawstring bags
- Ensuring every baby/toddler is provided with clean bedding labelled to them and working in partnership with parents/carers to meet any individual needs for example if a child prefers to sleep in a sleeping bag, we will ask parents/carers to bring one from home.
- Cleaning all bedding as required; at least weekly and when visibly dirty

- Transferring any baby who falls asleep while being nursed by a practitioner to a safe sleeping surface to complete their rest
- Having a no smoking/vaping policy.

We ask parents to complete sheets on their child's sleeping routine with the child's key worker when the child starts at nursery and these are reviewed and updated at timely intervals. If a baby has an unusual sleeping routine or a position that we do not use in the nursery i.e. babies sleeping on their tummies or in a sling, we will explain our policy to the parents and not usually offer this unless the baby's doctor has advised the parent of a medical reason to do so in which case, we would ask them to sign to say they have requested we adopt a different position or pattern on the sleeping babies form

We recognise parents' knowledge of their child in regards to sleep routines and will, where possible, work together to ensure each child's individual sleep routines and well-being continues to be met. However, staff will not force a child to sleep or keep them awake against his or her will. They will also not usually wake children from their sleep.

Individual sleep routines are followed rather than one set sleep time for all children. We create an environment that helps to settle children that require a sleep for example dimming the lights, using soft music, where applicable whilst ensuring that we continue to meet the needs of the children that do not require a sleep and ensure they can continue to play, learn and develop. This may involve taking children outdoors and linking with other rooms/children.

Staff will discuss any changes in sleep routines at the end of the day and share observations and information about children's behaviour when they do not receive enough sleep.

Sleeping twins

We follow the advice from The Lullaby Trust regarding sleeping twins.

Further information can be found at:

<http://www.lullabytrust.org.uk/>

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Bereavement



Legislation - the parental Bereavement Leave and pay act 2018

At Caego Day Nursery we recognise that nursery children and their families may experience grief and loss of close family members or friends or their family pets whilst with us in the nursery. We understand that this is not only a difficult time for families but it may also be a confusing time for young children, especially if they have little or no understanding of why their family is upset and why this person/pet is no longer around.

We aim to support both the child and their family and will adapt the following procedure to suit their individual needs and family preferences:

- We ask that if there is a loss of a family member or close friend that the parents inform the nursery as soon as they feel able to. This will enable us to support both the child and the family wherever we can and helps us to understand any potential changes in behaviour of a child who may be grieving themselves
- The key worker and/or the manager will talk with the family to ascertain what support is needed or wanted from the nursery. This may be an informal discussion or a meeting away from the child to help calm a potentially upsetting situation
- The child may need extra support or one-to-one care during this difficult time. We will adapt our staffing arrangements so the child is fully supported by the most appropriate member of staff on duty, where possible the child's key worker
- We will be as flexible as possible to adapt the sessions the child and family may need during this time

We will adapt the above procedure as appropriate when a family pet dies to help the child to understand their loss and support their emotions through this time.

We also recognise that there may be rare occasions when the nursery team is affected by a death of a child or member of staff. This will be a difficult time for the staff team, children and families. Below are some agencies that may be able to offer further support and counselling if this occurs.

The Samaritans: www.Samaritans.org 08457 909090

Priory: www.priorygroup.com 08006911481

Child Bereavement UK www.childbereavementuk.org 01494 568 900

Cruse Bereavement Care: www.crusebereavementcare.org.uk 0808 808 1677

British Association of Counselling: www.bacp.co.uk

SANDS: www.uk-sands.org.uk

Death of a child

If an employee has a death of a child under the age of 18 or suffers a stillbirth from 24 weeks of pregnancy, all employees will be entitled to 2 weeks paid leave; subject to meeting the eligibility criteria having been employed for at least 26 weeks.

Support will be given, including making reasonable adjustments on the return to work and further ongoing support will be provided

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Nutrition and Mealtimes



Wales: NMS
A9, 12.1 - 12.9

At Caego Day Nursery we believe that mealtimes should be happy, social occasions for children and staff alike. We promote shared, enjoyable positive interactions at these times.

We are committed to offering children healthy, nutritious and balanced meals and snacks which meet individual needs and requirements.

We will ensure that:

- A balanced and healthy breakfast, midday meal, tea and two daily snacks are provided for children attending a full day at the nursery
- Menus are planned in advance, prepared in line with the recommendations in the Welsh Government food and Health guidelines for Early years and Child Care settings.
- Menus are rotated regularly and reflect cultural diversity and variation. These are displayed for children and parents to view
- All allergens are displayed alongside the menus to show the contents of each meal
- We provide nutritious food at all snack and meal times, avoiding large quantities of fat, sugar, salt and artificial additives, preservatives and colourings
- Menus include at least 3 or 4 servings of fresh fruit and vegetables per day
- Parents and children are involved in menu planning
- Only milk and water are provided as drinks to promote oral health. Fresh drinking water is always available and accessible. It is frequently offered to children and babies and intake is monitored. In hot weather staff will encourage children to drink more water to keep them hydrated
- Individual dietary requirements are respected. We gather information from parents regarding their children's dietary needs, including any special dietary requirements, preferences and food allergies that a child has and any special health requirements, before a child starts or joins the nursery. Where appropriate we will carry out a risk assessment in the case of allergies and work alongside parents to put into place an individual dietary plan for their child
- We give careful consideration to seating to avoid cross contamination of food from child to child. Where appropriate an adult will sit with children during meals to ensure safety and minimise risks. Where appropriate age/stage discussions will also take place with all children about allergies and potential risks to make them aware of the dangers of sharing certain foods
- Staff show sensitivity in providing for children's diets and allergies. They do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of her/his diet or allergy
- Staff set a good example and eat with the children and show good table manners. Meal and snack times are organised so that they are social occasions in which children and

staff participate in small groups. During meals and snack times children are encouraged to use their manners and say 'please' and 'thank you' and conversation is encouraged

- Staff use meal and snack times to help children to develop independence through making choices, serving food and drink, and feeding themselves. Staff support children to make healthy choices and understand the need for healthy eating
- We provide foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones. Cultural differences in eating habits are respected
- Any child who shows signs of distress at being faced with a meal he/she does not like will have his/her food removed without any fuss. If a child does not finish his/her first course, he/she will still be given a helping of dessert
- Children not on special diets are encouraged to eat a small piece of everything
- Children who refuse to eat at the mealtime are offered food later in the day
- Children are given time to eat at their own pace and not rushed
- Quantities offered take account of the ages of the children being catered for in line with recommended portion sizes for babies and young children
- We promote positive attitudes to healthy eating through play opportunities and discussions
- The nursery provides parents with daily records of feeding routines for all children displayed within the nursery entrance.
- No child is ever left alone when eating/drinking to minimise the risk of choking
- We will sometimes celebrate special occasions such as birthdays with the occasional treat of foods such as cake, sweets or biscuits. These will be given at mealtimes to prevent tooth decay and not spoil the child's appetite. Where we have frequent birthdays and celebrations we consider other alternatives such as celebrating through smiles and praise, stickers and badges, choosing a favourite story, becoming a special helper, playing a party game, dancing and/or singing their favourite song
- We do allow parents to bring in cakes on special occasions. We ensure that all food brought in from parents meets the above and health and safety requirements and ingredients that are listed within the Food Information for Consumers (FIR) 2014 and detailed in the allergens policy and procedure
- All staff who prepare and handle food are competent to do so and receive training in food hygiene which is updated every three years.
- In the unlikely event of food poisoning affecting two or more children on the premises, whether or not this may arise from food offered at the nursery, we will inform CIW as soon as reasonably practical and in all cases within 14 days. We will also inform the relevant health agencies and follow any advice given.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Parents and Carers as Partners



Wales: NMS
6.1 - 6.12

At Caego Day Nursery we welcome all parents as partners and support a two-way sharing of information that helps establish trust and understanding. We are committed to supporting parents in an open and sensitive manner and include them as an integral part of the care and early learning team within the nursery. Working together ensures we can meet the individual needs of the family and child and provide the highest quality of care and education.

The key worker system supports engagement with all parents and we will use strategies to ensure that all parents can contribute to their child's learning and development. We ask Parents to contribute to initial assessments of children's starting points on entry and they are kept well informed about their children's progress. We encourage parents to support and share information about their children's development at home too. The key worker system ensures all practitioners use effective, targeted strategies and interventions to support learning that match most children's individual needs.

Our policy is to:

- Recognise and support parents as their child's first and most important educators and to welcome them into the life of the nursery
- Generate confidence and encourage parents to trust their own instincts and judgement regarding their own child
- Welcome all parents into the nursery at any time and provide an area where parents can speak confidentially with us as required.
- Welcome nursing mothers. The nursery will make available a private area whenever needed to offer space and privacy to nursing mothers
- Ensure nursery documentation and communications are provided in different and accessible formats to suit each parent's needs, e.g. Braille, multi-lingual, electronic communications
- Ensure that all parents are aware of the nursery's policies and procedures. A detailed parent prospectus will be provided and our full policy documents will be available to parents at all times within the nursery.
- Maintain regular contact with parents to help us to build a secure and beneficial working relationship for their children
- Support parents in their own continuing education and personal development including helping them to develop their parenting skills and inform them of relevant conferences, workshops and training where required
- Create opportunities for parents to talk to other adults in a secure and supportive environment through such activities as open days, parents' evenings and a parents forum.
- Inform parents about the range and type of activities and experiences provided for children, the daily routines of the setting, the types of food and drinks provided for children and events through regularly distributed newsletters.

- Parents are aware of what staff work with their child and are welcome to ask questions and advice whenever they feel necessary.
- Operate a key worker system to enable parents to establish a close working relationship with a named practitioner and to support two-way information sharing about each child's individual needs, both in nursery and at home. When a new child starts nursery, the parents are given the name of their key worker and an explanation of the key worker role. This information is updated as the child transitions through the setting
- Inform parents on a regular basis about their child's progress and involve them in shared record keeping.
- Actively encourage parents to contribute to children's learning through sharing observations, interests and experiences from home. This may be verbally, sharing photographs or in written form
- Agree the best communication method with parents e.g. email, face-to-face, telephone and share information about the child's day, e.g. food eaten, activities, sleep times etc. Consider and discuss all suggestions from parents concerning the care and early learning of their child and nursery operation
- Provide opportunities and support for all parents to contribute their own skills, knowledge and interests to the activities of the nursery, including signposting to relevant services, agencies and training opportunities.
- Inform all parents of the systems for registering queries, compliments, complaints or suggestions, and to check that these systems are understood by parents.
- Make sure all parents have access to our written complaints procedure
- Share information about the curriculum for Wales, specifically the curriculum for funded non-maintained nursery settings, young children's learning in the nursery and how parents can further support learning at home and where they can access further information
- Provide a written contract between the parent(s) and the nursery regarding conditions of acceptance and arrangements for payment
- Respect the family's religious and cultural backgrounds and beliefs and to accommodate any special requirements wherever possible and practical to do so
- Inform parents how the nursery supports children with special educational needs and disabilities
- Find out the needs and expectations of parents. We will do this through regular feedback via questionnaires, a suggestion system and encouraging parents to review working practices. We will evaluate any responses and use these to inform our annual quality of care review, promote nursery practice, policy and staff development.
- Following a review of the quality of care, we will prepare a report within 28 days. A copy of the report in an appropriate format will be made available to parents when requested.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>January 2023</i>	<i>R.Hosie</i>	<i>January 2026</i>

Conflict Resolution with Parents and aggressive Behaviour policy



At Caego Day Nursery we believe that we have a strong partnership with our parents and an open door policy to discuss any matters arising (if applicable).

If, as a parent you have any concerns or issues you wish to raise with the nursery then please follow the complaints procedure

In the case of a parent emailing, calling, or using social media to complain the nursery will direct them to the correct procedure for raising a complaint.

We have a zero tolerance on abusive calls, emails, social media contact and face to face confrontation.

Calls of an aggressive/abusive manner

The call taker receiving an abusive/aggressive call will remain calm and professional and ask the caller to follow the complaints policy. If the abuse continues the call taker will end the call.. Any abusive calls will be logged with an outline of the conversation

Emails of an aggressive/abusive manner

The responder will ask the parents to come into the setting to speak in person, as per our complaints policy. If the emails persist the manager may seek legal action. All emails will be kept as evidence until the matter is resolved.

Social media

If slanderous or abusive messages appear on any social media sites we will address these immediately with a request to follow our complaints procedure. We will endeavour to resolve any issue raised through our complaints procedure. If slanderous/abusive messages continue we will seek legal action against the complainant.

In the event that any person inside the nursery starts to act in an aggressive manner, our policy is to:

- Direct the person away from the children and into a private area such as the office (where appropriate)
- Ensure that a second member of staff is in attendance, where possible, whilst continuing to ensure the safe supervision of the children
- Remain calm and professional in order to calm the aggressive person, making it clear that we do not tolerate aggressive or abusive language or behaviour.
- Contact t
- If the aggressive behaviour continues or escalates we will contact the police in order to ensure the safety of our staff team, children and families.
- If the person calms down, and stops the aggressive behaviour a member of staff will then listen to their concerns and try and resolve the issue.

- Following an aggressive confrontation, an incident form will be completed detailing the time, reason and any action taken
- An incident form will be completed detailing the time, reason and action taken
- Management will provide any support and reassurance that staff may need following the experience and seek further support where necessary
- Management will also signpost parents to further support where applicable
- Staff will protect the privacy of the children in our care and ensure that information regarding the incident is kept confidentially.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>1st May 2018</i>	<i>Caego Day Nursery</i>	<i>1st May 2021</i>

Access and Storage of Information



Wales: NMS

5.1 - 5.8

At Caego Day Nursery we have an open access policy in relation to accessing information about the nursery and parents' own children. This policy is subject to the laws relating to data protection and document retention.

Parents are welcome to view the policies and procedures of the nursery which govern the way in which the nursery operates. These may be viewed at any time when the nursery is open, simply by asking the nursery manager or by accessing the file in e.g. reception. The nursery manager or any other relevant staff member will also explain any policies and procedures to parents or use any other methods to make sure that parents understand these in line with the nursery's communications policy.

Parents are also welcome to see and contribute to all the records that are kept on their child. However, we must adhere to data protection laws and, where relevant, any guidance from the relevant agencies for child protection.

As we hold personal information about staff and families, we are registered under data protection law with the Information Commissioner's Office. A copy of the certificate can be viewed on the display board in the hall. All parent, child and staff information is stored securely according to the requirements of GDPR including details, permissions, certificates and photographic images. We will ensure that staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality.

The nursery's records and documentation are kept and stored in accordance with minimum legal archiving requirements. We currently archive records for at least 21 years and three months (accident & Incident records). See also our retention document for this information.

This policy will be reviewed annually and amended according to any change in law/legislation.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>1st May 2018</i>	<i>Caego Day Nursery</i>	<i>1st May 2021</i>

Late Collection and Non-Collection



Wales: NMS

5.1

At Caego Day Nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the nursery staff the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the nursery after a reasonable amount of time 15 minutes has been allowed for lateness, we initiate the following procedure:

- The nursery manager will be informed that a child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team
- The nursery will inform CIW as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.

In order to provide this additional care a late fee of £7.00 per hour will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

Contact numbers:

Name	Contact No
Social Services Emergency Duty Team	01978 292039
CIW	03000625609

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>1st May 2018</i>	<i>Caego Day Nursery</i>	<i>1st May 2021</i>

Admissions



Wales: NMS

1.2, 2.1, 2.2, 5.1, 16.1 - 16.3, A12, A13
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At Caego Day Nursery we care for 100 children between the ages of birth and 8 years

The above is in accordance with the legal space requirements from statutory guidance e.g. NMS, and is the overriding policy in respect of admissions.

- We take the following matters into account when prioritising and deciding on admissions which child can be offered a place in the nursery are:
- Availability of places, taking into account the staff:child ratios, the age of the child and any registration requirements
- Children who have siblings who are already with us
- When the application is received (extra weight is given to those who have been on the waiting list the longest)
- The nursery's ability to provide the facilities necessary for the welfare of the child, including appropriate staffing arrangements
- A child requiring a full-time place may have preference over one requiring a part-time place. This is dependent upon work commitments, occupancy and room availability
- Any extenuating circumstances affecting the child's welfare or the welfare of his/her family.

We operate an inclusion and equality policy and ensure that all children have access to nursery places and services irrespective of their gender, race, disability, religion or belief or sexual orientation of parents.

Prior to a child attending nursery, parents must complete and sign a contract and registration form. These forms provide the nursery with personal details relating to the child. For example, name, date of birth, address, emergency contact details, parental responsibilities, dietary requirements, collection arrangements, fees and sessions, contact details for parents, doctor's contact details, health visitor contact details, allergies, parental consent and vaccinations etc.

Providers eligible to provide government funded places for early education

All settings registered to accept government funding (detailed in the code of practice) must offer free places for three year olds for early education sessions specified by the local authority. At Caego Day Nursery we currently provide free funded places, available for children subject to availability. These places will be allocated on a first come, first served basis and can be booked a term in advance. Please note for admissions for the free nursery education we have a termly intake, beginning the term following your child's third birthday.

All funded sessions are now in line with the flexible arrangements as specified by the Government. When you register your child for their funded place we will discuss your needs, and as far as possible with availability and staffing arrangements we will accommodate your wishes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>1st May 2018</i>	<i>Caego Day Nursery</i>	<i>1st May 2021</i>

Arrivals and Departures



Wales: NMS

5.1, 6.11, 24.5

At Caego Day Nursery we give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety. The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents including the child's interests, experiences and observations from home.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated adult. Photo identification or a password are also required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

The child's key workers or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Adults arriving under the influence of alcohol or drugs

The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.

If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.

Where an adult is deemed unfit to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to supervision of visitor's policy for further information.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>1st May 2018</i>	<i>Caego Day Nursery</i>	<i>1st May 2021</i>

Menopause in staff



The menopause is a natural stage of life and yet it remains a taboo subject in many workplaces. CIPD research (2019) suggests that three in five of those experiencing menopause transition believe their symptoms have a negative impact on them at work. Symptoms have a wide range of impacts, such as feeling:

- less able to concentrate (65%)
- an increased amount of stress (58%)
- less patience with colleagues/clients (52%)

At Caego Day Nursery, we believe its important for those experiencing the menopause to feel properly supported and included in their working environments.

- management at Caego Day Nursery will promote awareness of the symptoms associated with menopause transition, encourage open conversations and communicate the considerable organisational benefits of embracing an older female workforce.
- Staff's opinion is vitally important in the ongoing development of support and guidance on the menopause, for example by engaging with any employee or women's networks including health and wellbeing champions.
- All employees will be given information on how they can get support for any issues that arise as a result of the menopause, including access to information on how they can help to alleviate some of their symptoms.
- It's important to use inclusive language so that nobody feels sidelined and so that everyone knows how to access any support they might need.
- We will take into account cultural sensitivities when providing support in relation to menopause.
- Some employees might feel uncomfortable going to their line manager for support and other options should be available. Staff are aware they can approach management and team leaders at any time to discuss any issues or concerns they may have about what they are going through.

With each individual person we will undertake a risk assessment in accordance to each individuals symptoms and how they are being affected.

We will offer flexible working hours for staff who require it added breaks or if an employee may also need to leave work at short notice if they are feeling unwell or experience heavy bleeding or flooding.

Useful links

<https://www.gov.uk/government/publications/menopause-transition-effects-on-womens-economic-participation>

<https://www.nice.org.uk/guidance/ng23/ifp/chapter/About-this-information>

<http://www.nhs.uk/Conditions/Menopause/Pages/Introduction.aspx>

<https://www.rcog.org.uk/en/patients/menopause/>