



## **Day Care Policies and Procedures**

These policies and procedures have been tailored for use  
at our **day care** nursery schools:

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Norwich  
NR7 8DE

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Norwich  
NR3 4HA

Stable1, White House Farm  
Norwich  
NR13 6LB

All references to 'Once upon a time' or 'the nursery' within these policies  
means 'ONCE UPON A TIME NURSERY SCHOOL LIMITED'

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**April 2024**

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## Admissions and Operation of Waiting List Policy

### Statement of intent

We welcome all families at our nursery schools.

### Aim

We aim to operate a fair and open Admissions Policy.

### Methods

- ★ All places will be filled with those children on our waiting list. Our waiting list is compiled by Registration Forms sent via our website.
- ★ As part of the registration process, parents will be required to provide documentation to evidence their child's date of birth. This is to confirm that your child has reached the eligible age to receive the free entitlements. A copy of the document will not be retained but may be requested again at a later date. A note will be taken to confirm that documentation has been seen by a member of the nursery team, and who has legal parental responsibility for the child being registered.
- ★ Where parents are separated, our point of contact will always be the parent who is registering the child at our nursery. However, we recognise we are legally obliged to provide access to certain data we hold on a child by any parent with legal parental responsibility. We would always do this in consultation of the registering parent.
- ★ At this time, parents will also be asked to bring their child's red book. This is to check all vaccinations and, where applicable, to see if a two-year check has been carried out.
- ★ Priority is given to parents/carers looking for their child(ren) to attend one or more of our nursery schools for two full days, or four half days, or more per week.
- ★ Further priority is given to children who already have a sibling at one of our nursery schools, or families who have used our service before.
- ★ The earliest we can offer a child a place is from the age of three months.
- ★ When allocating places, we will look at the capacity of our nursery schools to support all children in an effective way.
- ★ Our minimum attendance requirements are one full day or two half days. Note: Only full days apply to under two year olds.
- ★ **Once upon a time** is part of Norfolk County Council's Local Offer to parents of children with Special Educational Needs and Disabilities (SEND). For more information about this, please visit: [www.norfolk.gov.uk/send](http://www.norfolk.gov.uk/send)
- ★ Please refer to our SEND/Inclusion Policy concerning the SEND support on offer to children and how we support families to choose the right setting for their child with SEND.
- ★ We aim to identify all children that may attract any additional funding, such as Early Years Pupil Premium, Disability Access Fund, Special Educational Needs and Disabilities Inclusion Fund, and any locally available funding streams with a view to submit a claim/application to support and improve their outcomes.
- ★ We will offer children places where we feel we can meet the child's needs appropriately through resources which are available to us.
- ★ We will access training or professional advice for any child who requires medical support prior to their start date.
- ★ Fees are payable in full on or before the date shown on each invoice and there is no refund for absence due to holidays or illness. However, if difficulties arise regarding payment of fees, the Directors will always be available to consider special circumstances. For full details of our fees, please see our Charging Policy.

- ★ Due to financial restraints, it is necessary for parents to give **Once upon a time** one month's notice if they wish to cancel a session on a permanent basis which has already been allocated to their child.
- ★ Unless your child's place is fully Government funded, a Registration Fee of £200 is required to secure their place. £100 of this will be held by **Once upon a time** and deducted from the first full month's invoice. The remaining £100 will be retained and deducted from your child's final Invoice, subject to one month's written notice being given.
- ★ If your child is on our waiting list and a Registration Fee has been paid. We require three month's written notice if you decide you no longer require the place. If the notice is not given, no refund will be paid.
- ★ Our day care nursery schools are open for 51 weeks per year, excluding bank holidays. We will close on 24 December when it falls on a weekday and for the remaining week between Christmas and New Year. No fees will be charged, or funding claimed, when we close on 24 December.
- ★ Early Education entitlements are offered within the national parameters:
  - no session to be longer than 10 hours,
  - no minimum session length (subject to the requirement of registration on the Early Years Register) – note: our minimum session is a 5-hour half day,
  - not before 6am or after 8pm – note: our actual opening times are listed below,
  - a maximum of two sites in a single day.
- ★ Our opening times are as follows:
 

Monday	8am - 6pm
Tuesday	8am - 6pm
Wednesday	8am - 6pm
Thursday	8am - 6pm
Friday	8am - 6pm
- ★ Early Education entitlements are offered for / stretched over 51 weeks of the year. Funded hours at **Once upon a time** can be claimed for either 5 hours for a half day or 10 hours for a full day within the opening times mentioned above.
- ★ This Policy is issued to all families as part of the joining process. It is also available on our website.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 6 January 2020**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Charging Policy

### Statement of intent

We want parents and organisations we interact with to be reassured that we provide good value for money and that the processes we have in place for receiving and paying out money are fair, easy to understand and handled without delay.

### Aim

We aim to be open, transparent and competitively priced at all times, and handle all financial transactions in a professional and responsive manner.

### Fees – from 1.4.24 until 30.8.24

<b>Children aged under 2</b>	<b>Full day fee</b>	<b>Half day fee</b>
	£77.00	£39.00

<b>Children aged 2</b>	<b>Full day fee</b>	<b>Half day fee</b>
Days not funded	£77.00	£39.00
Funded days *	£6.00	£3.00

\* Consumables and Sustainability Fee (See note 24 below)

<b>Children aged 3 and over</b>	<b>Full day fee</b>	<b>Half day fee</b>
Days not funded	£70.00	£35.50
Funded days *	£20.00	£10.00

\* Consumables and Sustainability Fee (See note 24 below)

Government/Local Authority funding is available from the start of the next school term from when a child turns two years old. Depending on the child's age and parent eligibility, either 15 or 30 hours per week funding for 38 weeks of the year is available. As we run day care nurseries, we 'stretch' this funding over the 51 weeks of the year we are open. In these cases, a 'Statement of Fees' is produced for each school term as described in para 4 below.

### Averaged monthly fees

Where no funding exists, we charge averaged monthly fees so that parents can budget to pay the same each month. We charge fees for the 51 weeks of the year we are open (see note 5 below).

To calculate averaged monthly fees, add the total weekly cost of sessions, multiply by 51 (weeks) and divide by 12 (months).

Example fees for a child aged under two, attending two full days per week from 1 April 2024:  $£77.00 \times 2 = £154 \times 51 \div 12 = £654.50$  per month. Note: this may change for children aged 9 months old on 31.8.24 whose parent(s) are eligible for government funding from 1 September 2024.

### Methods

1. We charge fees for a full day or a half day, not by the hour.
2. For children not receiving government funding, averaged monthly fees are calculated, as described above. The food and drink we provide for either a full day or a half day is included within these fees.
3. If a child joins or leaves us mid-month, then the actual cost of each session in those months will be charged.
4. For children who qualify for government funding, a 'Statement of Fees' is prepared for parents/carers showing how fees have been calculated in advance of each

school term. The averaged monthly fee for that period is shown on each statement, and this figure will be shown on monthly invoices during that period. A period could cover 1 January to 31 March, 1 April to 31 August, 1 September to 31 December or any combination of these depending on when a child starts to be eligible for the funding (i.e. from the start of the school term following their second or third birthday).

5. We do not charge for the week we are closed between Christmas and New Year or for Christmas Eve if this falls on a weekday. Nor do we charge for all other standard bank holidays that fall outside of the Christmas closure period. Where no funding applies, a refund for these bank holidays will be given during the month of the bank holiday. Where funding applies, the 'Statement of Fees' will exclude all days the nursery is closed. If extra bank holidays are announced, we will let parents know whether we will be open or not. If the nursery is open, fees will be charged. If we close, they will not be charged.
6. Extra sessions are charged separately and in addition to monthly fees.
7. Our fees are reviewed annually, and any changes are made on 1 April. We aim to communicate any changes to our fees to parents at least three months in advance. In exceptional circumstances, we may increase fees at other times. Again, we aim to give three months' notice.
8. We provide details of our charges when parents are offered a place for their child at the nursery, or earlier if requested. They are also shown on our website.
9. Receipt of a Registration Form and/or Registration Fee is not a guarantee or confirmation that a place will be available. Parents/carers will receive an email when we are able to offer a place. On payment of the requested Registration Fee a further email will be sent confirming receipt. When registering a child with us, the following terms and conditions apply:
  - a) Payment of the £200 Registration Fee guarantees your child's place in accordance with our Offer letter.
  - b) If we do not receive payment of the Registration Fee by the due date, the Offer will be withdrawn, and the place(s) offered to the next child on our waiting list. Note: we would contact you before doing this.
  - c) Taster sessions and completion of paperwork will not be arranged until the Registration Fee has been paid in full.
  - d) 50% of your Registration Fee will be deducted from your first full month's invoice, and the remaining 50% will be deducted from your final invoice subject to one month's written notice being received and any outstanding fees paid in full.
  - e) If you change your mind, for whatever reason and with more than four months before your child's start date, and you decide you do not wish for your child to attend this nursery, a full refund of the Registration Fee will be made. However, if you were to cancel within four months of the start date, then no refund will be made.
  - f) Once the Registration Fee has been paid and you wish to either delay your child's start date or reduce the number of sessions being attended, charges will be incurred. Therefore:
    - a. If you delay your child starting, you will be charged from the date we had agreed until your delayed start date.
    - b. If you reduce the number of sessions, you will be charged for those sessions for four weeks.
    - c. In both of the above situations, we would use 50% of your Registration Fee towards the charge. If this was insufficient to cover the whole charge, an invoice for the remaining amount will be raised. We make these charges to compensate us for lost and irretrievable revenue.
    - d. If a sibling joins, a Registration Fee of £100 applies. When the eldest child leaves, their remaining £100 will be transferred to the sibling.
    - e. By accepting our Offer, you agree to pay our monthly fees by the due date shown on monthly invoices. This date is usually between the 7<sup>th</sup> and 9<sup>th</sup> of each month.



- f. The above Registration Fee does not apply for children attending fully funded places only.
10. Our insurance and Ofsted registration agreement means we cannot open before 8am. Should a child not be collected by 6pm, a fee of £15 may be charged for every 15 minutes late to cover costs for the two members of staff who need to stay behind.
  11. Fees are due by the dates shown on invoices, typically monthly in advance.
  12. Payment of fees must be received by the date shown on each monthly invoice. A charge of £10 may be made for frequent late payment.
  13. **Once upon a time** is signed up to receive payments from the Tax-Free Childcare scheme via HMRC. We also accept Childcare Vouchers from several voucher providers – details available on request. We also accept Bacs payments via online banking, or you can pay by cash or Standing Order. If paying by cash, please make sure you receive a receipt as proof of payment. We do not accept cheques.
  14. No Childcare Voucher or Tax-Free Childcare payments must be made to **Once upon a time** before an invoice has been raised, other than paying for the Registration Fee. If any such payments are made, they will be returned to the Voucher provider/HMRC.
  15. No refunds will be given for absence due to illness or holiday as staff levels must be maintained and the child's place kept open.
  16. If the nursery is open during bad weather, then no refunds will be given, even if you are unable to get your child to nursery. However, in the rare event of a 'Red' alert being issued by The Met Office, then we will close, and a refund will be deducted from the next month's invoice. Details of whether we are open or not will be published on our Facebook page. Norfolk County Council will continue to pay us for funded days.
  17. Payment of fees guarantees a child's place at the nursery.
  18. For children attending five full days per week, a 5% discount will be given for days not funded. For children from the same family, the 5% discount will also apply where a combined total of five full days per week is being attended.
  19. If fees are not paid by the last working day of the month in which they are due, a child may be excluded from attending the nursery.
  20. While we try to ensure all invoicing and payments are correct, it is a parent's responsibility to check their accounts with us regularly and bring to the attention of our Finance Director any discrepancies as soon as possible. Where overpayments are made to the nursery, a refund will be made to either the parent, the child's Tax Free Childcare account or the Childcare Voucher provider.
  21. Parents are requested to keep their invoices in a safe place for future reference. If copies of past invoices are required, a small charge may be made.
  22. **Once upon a time** is listed with our Local Authority (Norfolk County Council) as an approved provider for funded 2-, 3- and 4-year-olds and has agreed to meet the conditions of the Early Education and Childcare Statutory Guidance for Local Authorities – June 2018. Government funding is intended to deliver 15 or 30 hours a week of childcare. It is not intended to cover the cost of meals, snacks, other consumables, additional hours or additional services.
  23. All children attending our nursery schools qualify for government funding from the start of the school term after their 2<sup>nd</sup> birthday. Eligible parents of qualifying 3 & 4 year olds will also be entitled to claim up to a maximum of 30 hours per week for 38 weeks of the year. There is a limit of 1,140 hours that can be claimed over any three consecutive claim periods. For those parents who do not qualify for the 30 hours, they can claim up to a maximum of 15 hours per week for 38 weeks of the year. In this case, there is a limit of 570 hours that can be claimed over any three consecutive claim periods.
  24. The funding entitlement is offered free, however **Once upon a time** will apply a Consumables and Sustainability Charge for each funded session attended. This charge includes all meals and snacks. Where parents are unable to pay this charge, they should contact the Nursery Manager to discuss what options exist (e.g. allowing them to supply their child's own meals and snacks).

25. Parents must obtain their 'Eligibility Code' from the HMRC website: <https://childcare-support.tax.service.gov.uk/par/app/applynow> before the start of the claim period that they wish their child to receive government funding. **Once upon a time** will, in plenty of time, contact parents with details of how to claim any funding they are or may be entitled to. However, it is each parents' responsibility to obtain their eligibility code from HMRC and to re-confirm their eligibility **every three months** as re-confirmation dates are different for every parent. Parents must advise the nursery if they become ineligible for funding. If eligibility is not re-confirmed within the timeframe allowed by HMRC, parents will be charged for any loss of funding.
26. The government allocates funding for 38 weeks of the year. However, as a day care provider open all year round, we 'stretch' the funding over the 51 weeks of the year we are open. If your child attends a second setting, it is your responsibility to let **Once upon a time** know the details. **Once upon a time** will keep a record of all funded hours claimed so that the number of hours allowed over three school terms does not exceed the maximum allowed per year.
27. The funding entitlement will be delivered consistently so that all children accessing any of the funding entitlements will receive the same quality and access to provision, regardless of whether they opt to pay for optional hours, services, meals, snacks or consumables.
28. We will work with parents to ensure that as far as possible the hours/sessions that can be taken as funded are convenient for parents' working hours.
29. Where parents/carers are not satisfied that their child is receiving the entitlement in the correct way (as set out in the 'Funding Agreement' and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to John Banbury, Director of Finance – see our separate Complaints Policy – or directly to Norfolk County Council Early Years Finance.
30. For each session attended where no funding is received, our full fees will be charged.
31. Each term, we claim funding on behalf of parents/carers direct from Norfolk County Council.
32. A Norfolk County Council funding 'Claim form' must be completed and signed by a parent/carer each term to enable us to claim each child's funding. The nursery will issue these forms at the beginning of each school term. Parents/carers should ensure they are not overclaiming if their child attends more than one setting.
33. Parents/carers will also be asked to confirm on the claim form whether they qualify for certain benefits that may result in the nursery receiving additional funding under the Early Years Pupil Premium (EYPP) scheme.
34. Four weeks' written notice is required if you wish to change your child's sessions or leave the nursery.
35. If you wish to remove your child from nursery, you must give a minimum of four weeks' written notice.
36. Planned trips may be charged for to cover costs. You can choose for your child to opt out of any trip.
37. In the event of the nursery being closed by the Government (e.g. national Pandemic), alternative arrangements would be introduced depending on the financial support provided to childcare settings at the time. As an example, during the 2020 Coronavirus Pandemic, no fees were charged to parents during the lockdown period as funding continued for all funded children and the Job Retention Scheme helped to pay staff salaries.
38. **Once upon a time** agrees to meet the Operational Guidance for Local Authorities and Providers – June 2018.
39. Any queries with fees or invoicing should be emailed to: [john@onceuponatime.org.uk](mailto:john@onceuponatime.org.uk)

**This policy was adopted by Once upon a time nursery school**

**Date: 24 April 2007**

**Amended on: 11 March 2024 (but effective from 1 April 2024)**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Settling into Nursery Policy

### Statement of intent

We want children to feel safe, stimulated and happy in the nursery and to feel secure and comfortable with staff. We also want parents to have confidence in both their child's well-being and their role as active partners with the nursery.

### Aim

We aim to make the nursery a welcoming place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of each child and their family.

### Methods

- ★ Before a child starts nursery, we use a variety of ways to provide his/her parents with information. These include written information (including our website and policies), displays about nursery activities, information days and individual meetings with parents.
- ★ We provide opportunities for the child and his/her parents to visit the nursery before they officially start attending.
- ★ When a child starts to attend, we work with his/her parents to agree on the best way to help the child to settle into the nursery.
- ★ We allocate a Key person to each child and his/her family, before he/she starts to attend. The Key person welcomes and looks after the child and his/her parents at the child's first session.
- ★ We use pre-start visits and the first session at which a child attends to explain and complete with his/her parents the child's registration records.
- ★ We ask parents to fill out a 'Passport' document about their child's likes, dislikes, daily and weekly routine and where their learning journey has taken them so far. This document is then used by the child's Key person to settle the child at nursery and prepare some next steps for his/her learning.
- ★ Within the first four weeks of attending nursery we discuss and work with the child's parents to create their child's online learning journey on Tapestry.
- ★ Parents are always welcome to stay at nursery for as long as they feel their child needs them. We recognise how important it is for each child to be happy and at ease in their new environment. If the child finds it impossible to settle, the parent will be advised and alternative arrangements will be made to suit the child.
- ★ It is our policy to accept that each child is an individual and this necessitates individual care and support specific to each child.
- ★ Our nursery has a policy of accepting children with special educational needs if it is at all possible. We try to get extra help if it is desired or deemed necessary with parent approval. (Please refer to our Special Educational Needs and Disabilities Policy)
- ★ We will access training or professional advice for any child who requires medical support prior to their start date.

### Transitions

- ★ As children move through the nursery, we take care to ensure transitions between rooms run as smoothly as possible.
- ★ Children move through in age or developmental stage order, and as spaces become available.
- ★ As children move through the nursery, we take care to ensure transitions between rooms run as smoothly as possible. Transitional reading material will be given to parents. Parents will be introduced to their child's new Key person and room routines. Children will have lots of opportunities to visit their new room and Key person.
- ★ If a child is joining nursery from a different setting, with parent's permission, we will seek transition information from the previous setting.

- ★ We contact each receiving school as soon as we are made aware to invite teachers to visit children prior to them starting Reception Class in September.
- ★ We use the Norfolk County Council 'Record of Transfer' document to inform other schools / nurseries about any child transferring to their setting.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And updated: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Parental Involvement Policy

### Statement of intent

We believe that children benefit most from an early education and care when parents and nurseries work together in partnership.

### Aim

To support parents as their children's first and most important educators, and to involve parents in the life of the nursery and their children's education.

### Methods

To fulfil our aim, we:

- ★ are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families,
- ★ inform all parents about how the nursery is run and its policies through access to written information and through regular informal communication. We check to ensure parents understand the information given to them,
- ★ informally inform all parents on a regular basis about their children's progress, daily chats at drop off and collection time,
- ★ involve parents in the shared record keeping about their children via our online Tapestry 'Learning Journal' system,
- ★ provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the nursery,
- ★ provide information about opportunities for being involved in the nursery in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language,
- ★ hold meetings in venues which are accessible and appropriate for all,
- ★ welcome the contributions of parents, in whatever form these may take,
- ★ inform all parents of the systems for registering queries, complaints or suggestions. All parents have access to our written complaint's procedure,
- ★ encourage our parents to be facilitators of our second setting books, making sure these books are taken to and from a child's second setting. Ensuring information about their child's development at each group is shared,
- ★ ask parents to contribute to the running of the nursery via our 'Time for Reflection' questionnaire, which is sent out annually,
- ★ ask for written feedback from parents at transition times within the nursery, and
- ★ ask for parents' views and knowledge of their child's development so that it can be included in their child's statutory 'Two-Year Check'.
- ★ we recognise there may be occasions where estranged parents may have difficulty agreeing on sharing information about their child and their child's development. If this is the case, we would consult with the registering parent about the sharing of any such information.
- ★ we recognise we have a legal obligation to share some data about a child's development with any parent who has a legal responsibility for that child. We would always handle this sensitively, and with both parents being made aware of what is being shared. Where it is at all possible, meetings regarding the child's development would always be arranged to suit the needs of both parents.

In compliance with statutory framework for the Early Years Foundation Stage, the following documentation is also in place:

- ★ Admissions Policy,
- ★ Complaints procedure, and
- ★ Record of complaints.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 6 January 2020**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Nappy Changing and Toileting Policy**

### **Statement of intent**

At **Once upon a time** we understand that all children are individuals and develop in different ways and at different paces. We respect the routines they have at home and with the help of parents, staff and most importantly the child's Key person, the child will be supported to establish a successful nappy changing and toileting routine at nursery.

We have a Safeguarding Policy in place which covers the use of taking photographs at nursery. No device which can take photographs is allowed in our changing/toilet areas.

### **Aim**

We aim to make the experience of nappy changing and toileting, a positive experience for all children.

### **Methods**

- ★ All of our staff are DBS checked and we operate an open-door policy at this nursery – which means that no member of staff is ever totally on their own while changing a child.
- ★ Students who may be on placement at our nursery will also be DBS checked. Students will never change a child without the proper training and supervision by an experienced member of our team.
- ★ Parent volunteers are not permitted to help any child, other than their own, with toileting needs.
- ★ At the first meeting with parents, usually before a child starts to attend the nursery, we will establish the kind of support the child may need with nappy changing or toileting.
- ★ At times of transition between rooms, the new Key person will meet with the parents and the child's previous Key person to ensure continuity in meeting the child's needs with nappy changing or toileting.

### **Baby room**

- ★ The child's Key person will discuss the child's personal nappy changing needs at the first meeting with parents.
- ★ Parents are asked to provide a daily supply of nappies, creams and wipes for their child's use at nursery – these should be brought in their nursery bag.
- ★ Parents will be asked to provide spare clothes daily in case of any nappy leaking accidents. These should be left in a bag on the child's peg. Any soiled clothing will be double bagged, where necessary, and sent home.
- ★ The nursery will also keep a supply of spare clothes for children to borrow if necessary.
- ★ Our changing area is private for the child, yet staff can be observed through the door leading into the changing area.
- ★ We keep our changing area hygienically clean and everything staff require to change a child will be accessible to them.
- ★ We aim to create a soothing atmosphere for the children at changing time. Lighting is soft and musical toys played, along with wall art for the children to focus on.
- ★ Nappy changing will be recorded on the child's daily sheet, indicating times of change and if a nappy was wet or soiled.
- ★ No member of staff will be allowed to change a child until they have been trained in our nappy changing procedure.

### **Toddler and Pre-school room**

- ★ Parents are asked to provide a daily supply of nappies, creams and wipes for their child's use at nursery – these should be brought in their nursery bag.
- ★ Parents will be asked to provide spare clothes daily in case of any nappy leaking accidents. These should be left in a bag on the child's peg. Any soiled clothing will be double bagged, where necessary, and sent home.
- ★ Nursery will also keep a supply of spare clothes for children to borrow if necessary.



- ★ Our changing area is private for the child, yet staff can be observed through the door leading into the changing area and overheard by other staff members in the toilet and changing area.
- ★ Staff will support children and work with parents during potty training. We will work very closely with parents to help children to achieve this special step in their developmental progress.
- ★ Toileting accidents at nursery are always dealt with sympathetically and the child will be supported to try to 'get it right next time'.
- ★ Parents will need to provide extra underwear for their child and continue to provide wipes during potty training.
- ★ We aim to keep our toilet area bright, clean and child friendly. We provide potties and toilet seats where necessary. Our toilets are specially designed for small children to use.
- ★ Children will be encouraged to keep themselves clean at toileting times with the support of the staff at nursery. Children will be taught the importance of washing their hands after toileting.
- ★ For children who have additional needs, a toileting or changing routine will be drawn up by the child's Key person in partnership with the parents.

### **Nappy changing procedure**

- Always talk with the child about the nappy changing procedure. i.e. "should we change your nappy now?", "I'll just put you on the changing mat", and "all clean now!"
- Always wear disposable gloves.
- Always wear an apron.
- Dispose a wet nappy by directly placing it into the nappy bin.
- Dispose a soiled nappy by first placing it into a nappy sack and sealing it, then place into nappy bin.
- Use child's own wipes to clean.
- Use any creams provided by parents if needed.
- Children must **never** be left unattended on changing mats.
- After each nappy change, wipe down mat with anti-bacterial spray and dry with a paper towel.
- Remove gloves and dispose of in bin.
- Remove apron.
- Wash hands.
- Record nappy change on child's daily sheet.
- Only use nappies and creams from the child's own labelled changing bag.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 April 2014**

**Update on: 11 March 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Promoting Positive Behaviour Policy

Each of our nursery schools has a named Behaviour Management Mentor:

- Wroxham Road: Becky Potter
- Constitution Hill: Beth Haywood
- White House Farm: Alex Wells

### Statement of intent

We have high expectations for our nursery children's behaviour.

Our nursery believes that children flourish best when they know how they are expected to behave and should be free to play and learn without fear of being hurt or unfairly restricted by anyone else. We recognise that all children are individuals. We also know, as early years professionals, that young children need boundaries and thrive on structure and routine both at home and at nursery.

### Aims

We aim to create an environment where all children are polite and caring towards each other and the adults who look after them. A place where children feel safe and can learn and experience all that nursery has to offer them without the fear of other children's behaviour making them feel threatened in any way.

We aim to teach children to respect the nursery environment, the resources provided and the play of others. This will enable them to engage in the rules and routines of the setting within their age groups and to show the ability to listen and respond to adults.

Our older pre-school children are taught that every child should be **safe**, ready to **learn** and **respectful**. We do this in a child-friendly and age-appropriate way. The children in this age group regularly discuss our 'Golden rules' and how we use them at nursery.

### Methods

- ★ We have a named person (see above) who has overall responsibility for matters concerning behaviour.
- ★ We require the named person to:
  - keep her/himself up to date with legislation, research and thinking on handling children's behaviour,
  - access relevant sources of expertise on handling children's behaviour, and
  - check that all staff have relevant in-house training on handling children's behaviour.

We keep a record of staff attendance at this training.

- ★ We require all staff, students and volunteers to provide a positive model of behaviour by treating children, parents and one another with friendliness, care and courtesy.
- ★ We require all staff, students and volunteers to use positive strategies for handling any conflict by helping children find solutions in ways which are appropriate for the children's ages and stages of development – for example distraction, praise and reward.
- ★ We familiarise new staff and volunteers with our 'Behaviour Policy' and its rules for behaviour.
- ★ We expect all members of the nursery (children, parents, staff, students and volunteers) to keep to the rules, requiring these to be applied consistently.
- ★ We praise and endorse desirable behaviour such as kindness and willingness to share.
- ★ We avoid creating situations in which children receive adult attention only in return for undesirable behaviour.
- ★ We recognise that codes for interacting with other people vary between cultures and require staff to be aware of, and respect, those used by members of the nursery.

- ★ When children behave in unacceptable ways, we help them to see what was wrong and how to cope more appropriately.
- ★ We never send children out of the room by themselves.
- ★ We never use physical punishment, such as smacking or shaking. Children are never threatened in these ways.
- ★ We do not use techniques intended to single out or humiliate individual children.
- ★ We only use physical restraint, such as holding, to prevent physical injury to children or adults and/or serious damage to property. Details of such an event (what happened, what action was taken and by whom, and the names of witnesses) are brought to the attention of the Nursery Manager and are recorded in our Incident Book. A parent is informed on the same day and signs the Incident Book to confirm that he/she has been informed.
- ★ In cases of serious misbehaviour, such as racial or other abuse, we make clear immediately the unacceptability of the behaviour and attitudes, by means of explanations rather than personal blame.
- ★ We do not shout or raise our voices in a threatening way to respond to children's behaviour.
- ★ We handle children's unacceptable behaviour in ways which are appropriate to their ages and stages of development - for example by distraction or choices in order to withdraw the child from the situation.
- ★ We work in partnership with children's parents. Parents are regularly informed about their children's behaviour by their Key person. We work with parents to address recurring unacceptable behaviour, using objective observation records to help us to understand the cause and to decide jointly how to respond appropriately.
- ★ We name the emotions children may be feeling as young children often struggle to understand what they are feeling. We help children make sense of their feelings by naming their emotions, such as "I can see you are angry", "I can see that you are sad".

We use books and stories to support feelings, such as 'The Colour Monster' by Anna Llenas. By understanding that what they are feeling is normal, we can help children to find strategies to cope with their feelings and eventually to be able to name them and manage the feelings for themselves. We encourage parents to do the same at home.

### **Parental involvement**

We involve the parents in supporting their child's behaviour through the child's Key person. The Key person will liaise with them about their child's development and behaviour. If needed, a child may have a play plan or behaviour plan drawn up to support their age and stage of development. The play plan or behaviour plan will list simple strategies and steps to move the child forward.

We expect parents to engage with the plan and use the strategies at home to support the work the nursery is carrying out. Any such work needs to be carried out in partnership, for the best possible results for the child.

We encourage and support parents with information so that children have a good sleep routine and a healthy balanced diet. Hunger and lack of sleep will significantly affect a child's behaviour. If parents are struggling with either of these routines, they should speak to their child's Key person and their Health Visitor for advice.

We support parents with other life experiences which may affect a child's behaviour. This could be a change in home life, a new baby, moving house, a bereavement or parents separating.

We recognise that during 2020/21, COVID-19 and the subsequent lockdowns, may have had an effect on a child's behaviour. Our team will work with parents if this is thought to be a reason for a change in a child's behaviour.

We will seek support from outside agencies, with permission from parents, on all these issues.

We expect parents and carers to act courteously to our staff teams. We encourage them to use our 'Complaints procedure' if they are unhappy in any way with the nursery or the way they or their child is treated. We offer parents opportunities throughout the year to comment on the way nursery is run.

### **Screen time and video games**

We make parents aware that certain types of screen viewing at home are not suitable for young children.

We encourage parents to monitor what their child can view. Even if parents do not think their child is paying attention, to things like the news or an older sibling's video game, they may well be picking up on some content. They will then do what children do best to make sense of it, which is bring it into their play.

We make it clear to our parents that *screen time* should be used as a time for sharing with adults and not as a babysitter – this way parents are in control of what their child is experiencing. Everything should be age appropriate. Our team will work with parents if they feel that a child's behaviour is showing signs of inappropriate aggressive play.

### **Biting**

Biting is a very emotive behaviour, but very common in the age group we care for at nursery.

Our staff will work closely with parents of children who bite, giving them information and support on how to help their child understand their actions.

Young children have a limited understanding of the effects of their behaviour on others. They do not appreciate how much biting hurts, even following the usually strong reaction from the child who has been bitten as well as from adults in the environment. Therefore, no blame will be attached to anyone. Names of children will not be shared with parents.

Our staff will use the following procedure if a child has been bitten at nursery:

- The adults present will deal with the injured child immediately.
- Disapproval will be shown to the child who has bitten and a short stern script of "That wasn't kind, we do not hurt our friends" will be used. Staff will then explain to the child, at an appropriate time, that is much kinder to "use your words if you don't like something".
- Every effort will be made to ensure the reaction to the child who has bitten does not reinforce the biting behaviour.
- An accident form must be filled out for the child who has been bitten.
- An incident form must be filled out for the child who has caused the injury.
- Staff will examine the context in which the biting occurred, observe the child and look for patterns.
- Staff will consider changing the environment, different toys, different routines etc.
- If biting becomes a frequent or regular event, they should undertake a risk assessment, to include minimising risk by supporting the child who is biting, therefore aiming to protecting others.
- Children who bite regularly may need to be shadowed as part of a risk assessment.
- The Key person of both victim and perpetrator should meet with parents.
- In extreme situations, an Individual Support Plan will be drawn up for the child who bites.
- Children will not be excluded for biting as this may contravene the Equality Act 2010.

### **Bullying**

'Bully' and 'bullying' are not words we would use in front of the children. However, we recognise that in some instances, children's behaviour may reflect bullying tendencies. We take this very seriously. Bullying involves the persistent physical or verbal abuse of another child or children. If a child's behaviour is showing bullying tendencies, staff would work with parents to help the child to adopt more acceptable ways of behaving.

We will always do everything in our power to support a child with behavioural difficulties. However, in extreme cases, and if intervention has not been effective, we may consider:

- A shortened day may be more appropriate in order that the child's experience of nursery is a positive one.
- We may phone the parent/carer and request they collect their child for the rest of the day.
- Or as a final and extreme action, the Nursery Manager reserves the right to request the permanent removal of any child whose conduct endangers others or the discipline and good morale of the nursery.

The content in this Policy should be viewed alongside our 'Parental Involvement' and 'Child Protection' policies.

Useful links:

**<https://www.justonenorfolk.nhs.uk/childhood-development-additional-needs/behaviour-sleep>**

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 12 September 2021**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Equality and Diversity Policy

Each of our nursery schools has a named Equality Named Co-Ordinator (ENCO).

- Wroxham Road: **Katie Richardson**
- Constitution Hill: **Egle Valiunaite**
- White House Farm: **Gina Taylor**

### Statement of intent

Our nursery is committed to providing equality of opportunity and anti-discriminatory practice for all children and families. We promote British values, which include, mutual respect and tolerance, democracy, Individual Liberty and Rule of Law.

### Aim

We aim to:

- ★ eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010,
- ★ advance equality of opportunity and foster good relations between people who share a protected characteristic and those who do not,
- ★ provide a secure environment in which all our children can flourish and in which all contributions are valued,
- ★ include and value the contribution of all families to our understanding of equality and diversity,
- ★ provide positive non-stereotyping information about different ethnic groups and people with disabilities,
- ★ improve our knowledge and understanding of issues of equality and diversity, and make inclusion a thread which runs through all of the activities of the nursery,
- ★ reflect on our responsibilities as a staff team at monthly meetings,
- ★ promote mutual respect and tolerance, encouraging staff, parents and children to treat others as they would want to be treated,
- ★ promote democracy and include parents, staff and children in decision making
- ★ help children and parents understand the nursery rules, and the legal rules supporting the Early Years Foundation Stage,
- ★ promote individual liberty and freedom of speech within the Law, and
- ★ our staff are aware of the 'Prevent Duty' and the responsibilities within their role.

### The legal framework for this policy is:

- Race Relations Act 1976
- Race Relations Amendment Act 2000
- Sex Discrimination Act 1986
- Children Act 1989
- Special Educational Needs and Disability Act 2001
- Age Discriminations Act 2006 (Including Employment Equality Regulations)
- Equality Act 2010 and 2011 Code of Practice
- Special Educational Needs and Disabilities Code of Practice 2014
- Children and Families Act 2014.

### Methods

#### Admissions

Our nursery is open to all members of the community.

- ★ We reflect the diversity of members of our society in our marketing and promotional materials.
- ★ We provide information in clear, concise language, whether in spoken or written form.
- ★ We provide information in as many languages as possible.
- ★ We base our Admissions Policy on a fair system.

- ★ We do not discriminate against a child with a disability or refuse a child entry to our nursery because of any disability.
- ★ We ensure that all parents are made aware of our Equal Opportunities Policy.
- ★ We develop an action plan to ensure that people with disabilities can participate successfully in the services offered by the nursery and in the curriculum offered.
- ★ Bullying is covered in our Promoting Positive Behaviour Policy and in our Staff Handbook.

### **Employment**

- ★ Posts are advertised and all applicants are judged against explicit and fair criteria.
- ★ The applicant who best meets the criteria is offered the post, subject to references and checks by the Disclosure and Barring Service. This ensures fairness in the selection process. All job descriptions include a commitment to equality and diversity as part of their specifications.
- ★ We monitor our application process to ensure that it is fair and accessible.

### **Training**

- ★ We seek out training opportunities for staff and students to enable them to develop practices which enable all children to flourish.
- ★ We review our practices to ensure that we are fully implementing our policy for equality and diversity.

### **Curriculum**

The curriculum offered in the nursery encourages children to develop positive attitudes to people who are different from themselves. It encourages children to empathise with others and to begin to develop the skills of critical thinking.

We do this by:

- making children feel valued and good about themselves,
- ensuring that children have equality of access to learning,
- reflecting the widest possible range of communities in the choice of resources,
- avoiding stereotypes or derogatory images in the selection of materials,
- celebrating a wide range of festivals,
- creating an environment of mutual respect and tolerance,
- helping children to understand that discriminatory behaviour and remarks are unacceptable,
- ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities, and
- ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning.

### **Valuing diversity in families**

- ★ We welcome the diversity of family life and work with all families.
- ★ We encourage children to contribute stories of their everyday life into the nursery
- ★ We encourage parents to take part in the life of the nursery and to contribute fully.
- ★ For families who have a first language other than English, we value the contribution their culture and language offer.
- ★ We offer a flexible payment system for families of differing means.

### **Looked after children**

- ★ Early years settings are committed to providing quality provision based on equality of opportunity for all children and their families. All staff are committed to doing all they can to enable 'looked after children' in their care, to achieve and reach their full potential.

- ★ The designated person for 'looked after children' is the Safeguarding Lead Practitioner (SLP).
  - Wroxham Road: **Becky Potter**
  - Constitution Hill: **Beth Haywood**
  - White House Farm: **Alex Wells**
- ★ The term 'looked after child' denotes a child's current legal status. This term is never used to categorise a child as standing out from others. We do not refer to such a child with acronyms, such as LAC.
- ★ We recognise that children who are being looked after have often experienced traumatic situations. However, we also recognise that not all looked after children have experienced abuse and that there are a range of reasons why a child might be taken into the care of the Local Authority.
- ★ The SLP will liaise with the Local Authority and any other social care department to draw up or follow a care plan for the child. The care plan will include a Personal Education Plan (PEP).
- ★ At this nursery, we place emphasis on promoting children's rights to be strong, resilient and listened to.
- ★ The child's Key person will play an important role in ensuring he/she has firm attachments at the group. We recognise that firm attachments lead to resilience.

### **Food**

- ★ We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- ★ We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 21 July 2016**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**



## Safeguarding Policy

### Statement of intent

**Once upon a time** wants to work with all children, parents, staff and the community to ensure the safety of children at all times and enable all children to feel safe and give them the very best start in life. We recognise our roles and carry out our responsibilities regarding our 'Duty of care' for the children at this nursery.

A secure, safe and happy childhood is important in its own right. (Statutory Framework of the Early Years Foundation Stage (EYFS) 2024).

Each of our nursery schools has a designated Safeguarding Lead Practitioner for Child Protection and Prevent Duty issues. All staff are aware of who the settings Designated Lead Practitioners are and who deputises in their absence.

Our Safeguarding Lead Practitioners (SLPs) are:

- Wroxham Road: **Becky Potter** **01603 787353**
- Constitution Hill: **Beth Haywood** **01603 427112**
- White House Farm: **Alex Wells** **01603 415821**

In their absence, the following members of staff will deputise:

- Wroxham Road: **Katie Richardson or Maddie Girling** **01603 787353**
- Constitution Hill: **Jodie Harvey or Georgia Bellamy** **01603 427112**
- White House Farm: **Daisy Drewery or Anna Terrington** **01603 415821**

All Safeguarding Lead Practitioners (SLPs) or their deputies can be contacted during our normal opening hours – 8am-6pm, Monday to Friday, except for bank holidays.

If the SLP or their deputies are unavailable, anyone with a safeguarding concern can contact The Children's Advice and Duty Service (CADS). A staff member or student/volunteer can call 0344 800 8021. A member of the public or parent can call 0344 800 8020.

The Statutory framework for the Early Years Foundation Stage (2024) states:

*A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSP. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.*

### Aims

Our aims are to:

- ★ create an environment in our nursery which encourages children to develop a positive self-image, regardless of race, language, religion, age, disability, gender, sexual orientation, culture or home background through anti discriminatory practice,
- ★ help children to establish and sustain satisfying relationships within their families, peers, and other adults,
- ★ encourage children to develop a sense of autonomy and independence,
- ★ enable children to have the self-confidence and the vocabulary to resist inappropriate approaches, and
- ★ work with parents to build their understanding of, and commitment to, the welfare of all children.

## **The legal framework and guidance for this work is:**

- ★ The Rehabilitation of Offenders Act
- ★ The Children Act 1989 / 2004
- ★ Human Rights Act 1998
- ★ Data Protection Act 2018 and the General Data Protection Regulations (GDPR) 2018
- ★ The Protection of Children Act 1999
- ★ Children and Families Act 2014
- ★ Working Together to Safeguard Children 2023
- ★ Online Safety Act 2023
- ★ What to do if You're Worried a Child is Being Abused 2015
- ★ Norfolk Safeguarding Children Partnership Policies and Procedures  
Polices & Procedures | Norfolk Safeguarding Children Partnership ([norfolkscp.org.uk](https://norfolkscp.org.uk))
- ★ Norfolk Continuum of Needs Guidance 2023  
Norfolk Guidance to Understanding Continuum of Needs | NSCP | PWWC ([norfolkscp.org.uk](https://norfolkscp.org.uk))

## **Liaison with other bodies:**

- ★ We work with the Norfolk Safeguarding Children Partnership. We use the 'Norfolk Guidance to Understanding Continuum of Needs' to support all child protection issues. We have copies of Norfolk Safeguarding Children Partnership literature available for staff and parents to see. Or we encourage them to visit: <https://norfolkscp.org.uk/>
- ★ We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements which affect the well-being of children.
- ★ Our Designated safeguarding leads, as listed in this document, will routinely use the Children's Advice and Duty Service (CADS) if they have a concern about a child. There is a separate number for parents available at the end of this Policy. Parents, carers or any member of the general public can contact CADS using this number if they have any concerns for a child, at nursery or in the wider community.
- ★ The CADS flow chart for professionals reporting incidents can be found at the end of this Policy.
- ★ If a report is to be made to CADS, we act within the Norfolk Safeguarding Children Partnership's guidance in deciding whether we must inform the child's parents at the same time. As a guide, Parents' permission will always be sought unless it would place the child in further danger.
- ★ We have regard for the Data Protection Act 2018. We recognise that effective sharing of information between practitioners and local organisations or agencies is essential for early identification of need and continued support for the child. Practitioners at this nursery will normally only share information about a child with the parent's permission. However, if we feel there is an immediate need for the child's safety, then sharing without the parent's permission is paramount and within our responsibilities for data protection.
- ★ The National Society for the Protection of Children (NSPCC) and other contact details for reporting concerns about a child's safety are also available at the end of this policy

## **Roles and Responsibilities of Designated Safeguarding Lead**

The named person that safeguarding concerns are reported to will:

- ★ Liase with Children's Services and other agencies and make referrals to the Children's Advice and Duty Service (CADS) or Local Authority Designated Officer (LADO) when required.
- ★ Be responsible for making sure this policy is reviewed yearly and updated when changes happen at local/national level.
- ★ Ensure all staff/students/volunteers/visitors/parents are aware of this policy and the procedures to follow.
- ★ Ensure all staff students and volunteers have received appropriate safeguarding information during induction and receive safeguarding training.
- ★ Ensure safer recruitment practices are followed.

- ★ Update staff on changes to safeguarding.
- ★ Complete Designated safeguarding lead training.
- ★ Follow the Norfolk Continuum of Needs Guidance produced by the Norfolk Safeguarding Children Partnership (NSCP).

## **Definitions of Abuse and Neglect**

All signs of abuse and/or neglect at any of our nursery schools require our staff to use their professional curiosity and liaise with their Designated Lead Safeguarding Practitioner.

*Abuse and neglect are forms of maltreatment of a child – Somebody may abuse or neglect a child by inflicting harm or failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others (eg by the internet). They may be abused by an adult or adults, or another child or children.*

Source: Working Together 2023

There are four categories of abuse and neglect, they are:

- ★ Neglect
- ★ Emotional abuse
- ★ Physical abuse
- ★ Sexual abuse.

Indicators for abuse or neglect, as highlighted in 'Working Together to Safeguard Children 2023'. [Working together to safeguard children - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/101148/Working_together_to_safeguard_children_-_2023.pdf)

### **Neglect**

The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy because of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

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

### **Emotional abuse**

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. 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 frequently to 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.

### **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.

## **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, touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, 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.

### **Additional safeguarding concerns to be aware of are:**

- ★ Child sexual exploitation
- ★ FGM – Female Genital Mutilation
- ★ Forced marriage
- ★ Honour abuse
- ★ County lines
- ★ Child criminal exploitation
- ★ Radicalisation
- ★ Online abuse.

For more information on these go to Appendix 1 at the end of this policy.

## **Methods**

### **Safe touch**

Our staff are trained to interact with the children in a respectful and positive way. Positive touch says, 'I care about you', 'I'm pleased to see you', 'I notice that you are upset', 'I'm listening to you' and 'I am a safe place'.

- ★ Practitioners will not scoop young children up in their arms and cuddle them at will. They will respect the child's space and autonomy – but when the child wants or needs a cuddle or a lap to sit on, the practitioner, like any good parent, will offer this.
- ★ Staff and students are made aware during their induction that we operate an open-door policy which is there to protect both the child and them. Open door means that our staff are never in total isolation with a child. When children need personal hygiene care our toilets and changing facilities are within sight or listening of other members of staff at all times.
- ★ We recognise that children need males and females in caring roles, and it is important that they see affectionate men and women.
- ★ Parents are always welcome to come into nursery, they can see how children are comforted, lifted and handled throughout the day.

### **Safer working practices for staff and volunteers**

- ★ We provide adequate and appropriate staffing resources to meet the needs of children. Staff:child ratios are always met.
- ★ Our Director of HR and Training and all our Nursery Managers attend Safer Recruitment training.
- ★ 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 Disclosure and Barring Service (DBS) checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- ★ The company pays for all new DBS certificates. All new staff are required to sign up for the 'Update service' and renew each year. The Director of HR and Training keeps a log of all DBS certificate numbers which all Nursery Managers have access to.

- ★ We abide by Ofsted requirements in respect of references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the nursery or has access to the children.
- ★ Volunteers do not work unsupervised.
- ★ Applicants for vacant job positions are invited to an interview after they are deemed suitable for the advertised position.
- ★ Applicants are asked to bring all relevant childcare certificates to their interview.
- ★ Part of the job interview will be a short play session in a designated room so that staff can observe how the applicant interacts with the children.
- ★ Two references will be obtained once we have offered the position. Applicants are made aware that the job offer is subject to us receiving two suitable references.
- ★ Newly appointed staff will have a full induction. All safeguarding information, including responsibilities linked to their contractual duty to safeguard the children, will be shared at their first shift.
- ★ We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.
- ★ We seek specific permission from parents for photographs which may be taken and used outside of the nursery.
- ★ We have procedures for recording the details of visitors to the nursery.
- ★ We 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. Staff have a duty to declare if they live with a person who is a registered Sex Offender.

Our Staff Handbook outlines what we expect from our staff in the form of their conduct, both at nursery and outside of nursery where appropriate. The following are subjects included which relate to Safeguarding.

- ★ Confidentiality
- ★ Data protection
- ★ Computer systems and online security
- ★ Social media. (We have a separate policy for Online Safety)
- ★ Whistleblowing. (We have a separate policy for Whistleblowing)
- ★ Unsafe personal items on nursery premises
- ★ Professional behaviour outside of working hours
- ★ Personal phones and smart devices
- ★ Alcohol and drugs
- ★ Smoking and vaping
- ★ Babysitting
- ★ Staff gifts
- ★ Children's birthday parties or social events.

### **Social media**

If you are already 'friends' with a parent who decides to send their child to **Once upon a time** on any social media platform, you should inform your Nursery Manager. In such cases, please remember your obligations towards professionalism and confidentiality. If a present parent adds you on any social media platform, please politely inform them of our Online Safety policy.

Employees are not permitted to log onto social media websites using our IT systems and equipment at any time.

We also have a specific Social Media Policy.

### **Babysitting**

Staff are strongly discouraged from babysitting, due to placing themselves in a vulnerable position from a safeguarding perspective. If they choose to babysit for a nursery parent it is made clear to them at their induction, and in their staff handbook, that their service is not connected to **Once upon a time**. Arrangements for babysitting must be made outside of

work hours. Confidentiality must be always adhered to. It is also made clear to staff that they still have a duty of care and should report anything they feel is a child safeguarding issue to Children's Advice and Duty Service.

### **Staff gifts**

For safeguarding reasons our staff are not permitted to receive any gift from a parent that exceeds £10.

### **Children's birthday parties or social events.**

For safeguarding reasons, staff are advised not to attend private parties of families they are working with at **Once upon a time**.

### **Photographs, videos, mobile phones and computer devices**

- ★ Staff are not permitted to have personal mobile phones or any devices which can take photos or transmit data in the nursery school rooms at any time. When working in any nursery office space, using any kind of computer screen or tablet, or where there is access to children's personal data, staff phones must be stored in the phone holders provided at all times.
- ★ Staff are not permitted to wear smart watches or any other device which can receive and send messages or take photographs in our nursery rooms. Other fitness devices may be worn. This is strictly at the Nursery Manager's discretion.
- ★ Visitors to the nursery are requested to wear a lanyard with Safeguarding information included on it.
  - No mobile phones allowed.
  - Smart watches must be switched to airplane mode.
  - Our fire assembly point is...
  - The Safeguarding Lead Practitioners are...
- ★ Visitors to the nursery are requested to keep any bags containing mobile phones or devices restricted to areas of the nursery not used by children.
- ★ Visitors will be asked to switch smart watches to airplane mode. A member of our team will check this.
- ★ Tutors/Inspectors using laptops will be asked to cover the camera facility on their device.
- ★ Parents are not permitted to use mobile phones in the nursery rooms at any time during collection, drop off or at play dates/child progress meetings.
- ★ When parents/carers are invited into the nursery they will be asked to wear a visitors lanyard with safeguarding information displayed as above.
- ★ We understand if a parent is visiting for their first time to complete paperwork, they may need to use their phone to access some of the information needed to complete their child's registration forms. Phones must be switched to airplane mode to do this. A member of the team will always accompany the parent/s while they are using their phone.
- ★ Photographs and videos are only taken with our nursery cameras or tablets and with prior signed permission from parents.
- ★ Photographs are used in displays around the nursery.
- ★ Photographs and videos are stored securely on the nursery computer which has a password and is protected against internet intrusion.
- ★ Photographs and videos taken on the Tapestry system are protected by passwords and an online server. (Please see our Tapestry policy).
- ★ Staff are not permitted to access the internet via our staff computer for personal use.
- ★ Staff are not permitted to use our hand-held tablets for any use other than Tapestry.
- ★ Staff are not permitted to use smart speakers or TVs for any purpose other than the children's curriculum.



## **Ofsted registered computers, tablets and mobile phones**

Ofsted Inspectors will be asked on arrival if they have any devices on them and will be asked to prove these are Ofsted registered before allowing them to be used in our setting as part of our commitment to safeguard children.

The Inspection framework states the following:

10. Inspectors may take photographs using their Ofsted -registered mobile phones. These photographs will be stored securely as evidence but will not be retained by the inspector personally.

11. We normally gather evidence electronically using a range of devices, including laptops, Ofsted-registered mobile telephones and tablets.

The Ofsted Early Years and Childcare Enforcement Policy 2023 states the following: Inspectors should only take photographs using Ofsted mobile telephones or an Ofsted tablet computer therefore inspectors are required to carry this equipment with them. Any photos taken with an Ofsted mobile phone, computer or tablet will be deleted from the device once they have been transferred to our systems. When the inspector judges that they need photographic evidence, they should ask the childcare provider for permission to obtain this. However, if a provider does not agree to this then the inspector will highlight Ofsted's legal power under section 77(d) of the Childcare Act 2006 to 'take measurements and photographs or make recording'. Inspectors will not include identifiable staff or children in any photographs they take.

## **Managing allegations against people working with children**

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for the children who attend our settings. We recognise that sometimes the behaviour of adults may lead to an allegation of abuse being made.

**Allegations sometimes arise from a differing understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some adults who deliberately seek to harm or abuse children. We work to the thresholds for harm as set out in 'Working Together to Safeguard Children' (2023).**

An allegation may relate to a person who works / volunteers with children who has:

- ★ behaved in a way that has harmed a child, or may have harmed a child, and/or
- ★ possibly committed a criminal offence against or related to a child, and/or
- ★ behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children, and/or
- ★ behaved or may have behaved in a way that indicates they may not be suitable to work with children.

The final bullet point above recognises circumstances where a member of staff or volunteer is involved in an incident outside of setting/agency/workplace which did not involve children but could have an impact on their suitability to work with children – this is known as 'transferrable risk'.

At **Once upon a time** we recognise our responsibility to report/refer allegations or behaviours of concern and/or harm to children by adults in positions of trust known to us, but who are not employed by our nursery to the LADO service directly at [lado@norfolk.gov.uk](mailto:lado@norfolk.gov.uk)

We will take all possible steps to safeguard our children and to ensure that the adults at **Once upon a time** are safe to work with children.

When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#) are adhered to and will seek appropriate advice.

If an allegation is made or information is received about any adult who works/volunteer at **Once upon a time** which indicates that they may be unsuitable to work/volunteer with children, the member of staff receiving the information will inform the Designated Safeguarding Lead mentioned in this policy immediately. This includes concerns relating to specialist staff, students and volunteers.

Should an allegation be made against the Designated Safeguarding Lead, this will be reported to Director of HR and Training, Georgia Brooks. In the event that this person is not contactable on that day, the information must be passed to and dealt with by the Director of Care and Education, Julie Banbury.

The referral form can be downloaded here, along with more information:  
<https://norfolkscp.org.uk/people-working-with-children/how-to-raise-a-concern>

For further information on the role/remit of Norfolk LADO Service, please see [NSCP Protocol 8.3 – Allegations Against Persons who Work/Volunteer with Children](#) and [The Management of Allegations Against People Working with Children Procedure](#)

### **Making a barring referral to the Disclosure and Barring Service**

If an allegation has been made about a staff member or volunteer, then we have a legal duty to make a barring referral if the following conditions are met:

#### **Condition 1**

**Once upon a time** withdraws permission for a person to engage in regulated activity with children and/or vulnerable adults. Examples: dismissed, re-deployed, retired, been made redundant or retired.

#### **Condition 2**

**Once upon a time** thinks the person has carried out one of the following:

- ★ engaged in relevant conduct in relation to children and/or adults. An action or inaction has harmed a child or vulnerable adult or put them at risk or harm,
- ★ satisfied the harm test, or
- ★ received a caution for, or a conviction for, or been convicted for a relevant offence.

More information on barring referrals can be found [online](#)

If we need guidance on making a barring referral, we will contact the [East of England DBS Outreach Advisor](#) for support.

A barring referral can be completed online via the DBS [website](#)

### **Training**

We seek out training opportunities for all adults involved in the nursery to ensure they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse neglect and Female Genital Mutilation (FGM), which is child abuse and against the law, and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the nursery.

All staff undertake Child Protection training every three years which updates their awareness and understanding of safeguarding issues. Alongside this training, all staff complete annual 'Online safety training' which refers to the 'Online safety Act (October 2023)'. Lead Safeguarding Practitioners regularly attend local leaders and managers briefing sessions to receive up to date key issues and any local or national updates.

Our staff are trained to use the 'Brook traffic light system' which highlights what normal or harmful sexual behaviour looks like in children aged under five.



Key staff also attend training about County Lines which is cascaded to all staff. Staff can access courses via our online training provider, Noodle Now, on further subjects such as Witchcraft and Breast Ironing. Staff share training knowledge at staff meetings, and we always have a section on our agenda at each meeting for safeguarding topics. Line Managers and staff also have an opportunity to discuss any safeguarding issues at their half termly supervisions.

A log of all safeguarding training is kept by the Director of HR and Training and can be accessed by all Nursery Managers. As and when refreshers are needed, or staff who join us need to access an Introduction to Safeguarding, the Director of HR and Training will meet with the relevant Nursery Manager to ensure training needs are met. Safeguarding is included as part of our staff induction process.

### **Curriculum**

- ★ We introduce key elements of child protection into our foundation stage curriculum, so that children can develop understanding of why and how to keep safe.
- ★ We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.
- ★ We share information with parents via newsletters, parent evenings, Tapestry and our Facebook page, such as internet safety tools for young children, and highlight the NSPCC 'Let's Talk Pants' campaign.

### **Collection of children from nursery**

At the time of registration, parents will be asked to list other family members or carers who are allowed to collect their child from nursery. Parents will also be given the option of providing a password for extra security. The child's Key person will ask for photos of these people to hold on the child's file so that we can get to know the faces. Parents are also encouraged to bring the extra family members to nursery and introduce them to our team.

If an emergency occurs and someone not listed on the child's admission forms comes to collect a child, we would:

- ★ expect a call from the registering parent to inform us of the person who will collect their child in advance.
- ★ ask for proof of identification, and the password, and
- ★ we would not allow anyone to enter the building who was not expected to collect a child.

If an estranged parent came to nursery to collect their child without prior notice, we would call the registering parent to alert them to this event. Even though a parent has legal parental responsibility, we would expect that they respect the fact that, as they have not registered the child with us themselves, we would not allow them to turn up unexpectedly and take their child.

Where there is a court order in place to prevent a parent having access to a child and they came to nursery to collect, we would:

- ★ call the Police to report this event, and
- ★ call the registering parent.

### **Complaints**

- ★ We ensure that all parents know how to complain about staff, students or volunteers action within the nursery, which may include an allegation of abuse. Our Complaints procedure is contained within our full Policies and Procedures which can be found on our web site. [www.onceuponatime.org.uk](http://www.onceuponatime.org.uk). Parents and carers are given this information in their welcome pack when their child joins the nursery.
- ★ Parents can also complain or report a safeguarding incident concerning anyone who works on the premises to the Local Area Designated Officer (LADO), by using this link. <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/>

- ★ We follow the guidance of the Norfolk Safeguarding Children Partnership when investigating any complaint that a member of staff or volunteer has abused a child.
- ★ We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.

## **Disclosures**

As listed previously, we acknowledge that abuse of children can take different forms – physical, emotional, sexual and neglect. When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play and language give cause for concern, the nursery will investigate. We allow investigations to be carried out with sensitivity. This also relates to a child who shows signs and symptoms of 'failure to thrive' or neglect. The DSLP would look at the information presented. Before a referral is made to CADS about any safeguarding matter staff will consult with the child's parents unless this could put the child at risk of serious harm or undermine a criminal investigation. The DSLP will then make a call to CADS to ask for their advice or to make a referral.

Staff in the nursery take care not to influence the outcome of a disclosure either through the way they speak to child or ask questions of child.

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

- ★ offers reassurance to the child,
- ★ listens to the child, and
- ★ gives reassurance that they will act.

The member of staff does not ask leading questions.

## **Recording suspicions of abuse and disclosures**

Staff make a record of:

- ★ The child's name,
- ★ The child's address,
- ★ The age of the child,
- ★ The date and time of the observation or the disclosure,
- ★ An objective record of the observation or disclosure,
- ★ The exact words spoken by the child,
- ★ The name of the person to whom the concern was reported, with date and time, and
- ★ The names of any other person present at the time.

These records are signed and dated and kept in a separate confidential file.

All members of staff know the procedures for recording and reporting.

## **Seeking consent from parents**

Parents are normally the first point of contact. If a suspicion of abuse is recorded, we would discuss this with parents and seek permission to speak to CADS, unless to do so would place somebody at risk of further harm or undermine a criminal investigation. Staff are trained to use the 'Giving Consent' leaflet with parents, issued by the Norfolk Safeguarding Children Partnership (NSCP). There may be times when parent/s do not give their permission and in such cases the DSL will record the reason why parents have not given their permission, but as part of their legal Duty of care to the child will still contact CADS for advice. Parents will be made aware of this.

## **Contacting the Children's Advice and Duty Service (CADS)**

If we are concerned that a child or children is/are experiencing or likely to suffer significant harm, the Designated Safeguarding Lead will telephone (CADS) immediately on 0344 800 8021.

When considering whether to make a referral to CADS we will consult the CADS Flowchart (see Appendix 2 at the end of this policy) and the Norfolk Continuum of Needs Guidance 2023 produced by the Norfolk Safeguarding Children Partnership (NSCP).

We will gain consent from the parent to contact CADS, unless to do so would place the child at further risk of harm or undermine a criminal investigation.

CADS will advise us of the action required to resolve the concerns either directly or with the support of partner agencies, not necessarily Children's Services. Or a formal referral, recording the level of need. Depending on the level, the referral will be processed into either a Family Support Team or Social Work Team.

A consultation feedback letter will be provided as a record of all conversations and provide a clear audit trail of the outcome agreed.

We will not investigate and it will be led by the Local Authority and/or the Police.

We will keep written dated records of all conversations with CADS.

We understand if we are unhappy about a decision made by CADS we can use the Resolving Professional Disagreements policy on <https://norfolkscp.org.uk/>

Members of the public or parents can contact CADS on 0344 800 8020.

The nursery Safeguarding Lead Practitioner (SLP) will also consider the profession of the parent the disclosure has been made against. It is our responsibility to report any incidents of concern about anyone who works with children, to the Local Authority Designated Officer (LADO) at Norfolk County Council.

### **Information sharing and confidentiality**

All initial written suspicions and investigations are kept confidential and shared only with those who need to know. At this stage within the nursery this would usually be, the nurseries Designated Safeguarding Lead, the member of staff who has raised the concern, and the child's Key person, who already has a relationship with the family and could offer support. Any information shared outside of the nursery would be under the guidance of the Norfolk Safeguarding Children Partnership (NSCP).

Where we have a concern raised about a child in our care, the following records will be kept in a file locked in cabinet in the staff room or office. The Safeguarding Lead, and or the deputy will have access to this file.

- ★ Initial written child/adult disclosure.
  - Child's name
  - Child's age
  - Child's address
  - Date and time
  - Name of reporter (Practitioner)
  - Name of any other witnesses present
  - An objective record of the observation/disclosure with exact words spoken by the child where applicable.
- ★ Record of consultation calls with the Safer team.
- ★ Reporting a concern to CADS form.
  - Details of the person reporting concern.
  - Details of the parent's permission to contact CADS.
  - Reason for not giving permission if relevant.
  - Parents occupation.

- Child's details as recorded on the initial written disclosure.
- Parent telephone details.
- Other significant family members/significant relationships.
- Other professionals involved.
- Details of the reason for referral.
- Where on the 'Continuum of needs' is the child.
- Any other relevant information.

★ Record (email) sent by CADS after a consultation call or a referral call.

We cannot guarantee confidentiality if there is a child safeguarding concern, as we will need to share these concerns with the Children's Advice and Duty Service. It is an expectation that we will seek consent to share information first unless to do so would place somebody at risk of harm or undermine a criminal investigation.

Information on this can be found on the NSCP website [Information Sharing and Confidentiality Policy | NSCP \(norfolkscp.org.uk\)](https://www.norfolkscp.org.uk)

**Staff will use the eight 'Golden rules' for information sharing as listed on the NSCP. These are:**

1. Safeguarding and promoting the welfare of a child will almost always be more important than protecting their confidentiality or the confidentiality of the person(s) responsible for their care and wellbeing.
2. Wherever it is **practicable and safe** to do so, discuss your concern(s) with the child's carer(s) and tell them who you intend to share information with, what information you will be sharing and why, unless that may put the child at risk of harm.
3. You do not need consent to share information.
4. Seek advice promptly if you are uncertain or do not fully understand the legal framework that supports information sharing – but do not leave a child at risk because you have concerns about the possible consequences of information sharing.
5. When sharing information, ensure you and the person or organisation that receives the information you have shared takes steps to protect the identities of any individuals (e.g. the child, a carer, a neighbour or a colleague) who might suffer harm if their details became known to an abuser or one of their associates.
6. Only share information with individuals or organisations that have a role in safeguarding the child or providing their family with support, and only share the information they need to support the provision of their services. Sharing information with a third party rarely requires you to share an entire record or case-file: you must only share information that is necessary and proportionate for the intended purpose. That purpose should be made clear at the point when information is requested or provided.
7. Record the reasons for your information sharing decision, regardless of whether you decide to share information. When another practitioner or organisation requests information from you and you believe sharing information cannot be justified, explain why. Reconsider your decision if the requestor shares new information that might cause you to regard information you hold in a new light.
8. If information has been shared, then the subject(s) of that information sharing have the right to challenge and may have the right to erasure of the information if the sharing of information was not necessary or proportionate. However, the right to erasure does not apply if information has been shared on the basis of 'legal obligation' or 'public task'.

## Working with and supporting families

- ★ The nursery takes every step in its power to build up trusting and supportive relations among families, staff and volunteers.
- ★ Parents are required to sign their child's registration documents to agree to follow all **Once upon a time's** policies and procedures. A full copy of our Safeguarding policy is sent as part of the family's welcome pack.
- ★ All additions and amendments to our policies are shared on the child's Tapestry account.
- ★ Our policies are available on our website [www.onceuponatime.org.uk](http://www.onceuponatime.org.uk)
- ★ If a referral or consultation about a child is made the nursery team will ensure they do all they can to work with the family and offer support where this is appropriate.
- ★ The nursery continues to welcome the child and the family whilst investigations are being made in relation to any abuse in the home situation.
- ★ We have a legal duty to assist other agencies with safeguarding enquiries.
- ★ Our welcome pack, given to every new parent, outlines that we do not have to seek consent from them, if there are serious concerns about harm or likely harm to their child. It explains our duty to share information with the relevant authorities if we have concerns about the welfare of their child.
- ★ We will work with any agencies appointed to support the family and the child.

## British values and The Prevent Duty (September 2023)

**Once upon a time** promotes fundamental British values:

- ★ Rule of law
- ★ Mutual respect and tolerance of different faiths and beliefs
- ★ Democracy
- ★ Individual liberty.

The statutory framework for the Early Years Foundation Stage sets standards for learning, development and care for children aged from 0-5, thereby assisting their personal, social and emotional development and understanding of the world and British values are promoted through this learning.

We use our Safeguarding policy alongside The Prevent Duty (2023) to ensure children's welfare is paramount and staff have regard for recognising signs of radicalisation and extremism. It is not our intention to intrude into families lives but, as with any safeguarding issue, if we have concerns from observing behaviour we have a duty to act.

### The Prevent Duty In Norfolk

**PREVENT** - is part of the UK's Counter-terrorism strategy CONTEST. The aim of Prevent is to stop people from becoming terrorists or supporting terrorism. The key terms to be aware of are:

**Extremism** - the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs.

**Radicalisation** - refers to the process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups.

**Terrorism** - action that endangers/causes serious violence to a person/people, causes serious damage to property or seriously interferes with/disrupts an electronic system.

### Responding to a concern (Notice – Check – Share)

#### Notice

A staff member or volunteer working with a child or young person could be the person to notice that there has been a change in the individual's behaviour that may suggest they are vulnerable to radicalisation. Every case is different, and there is no checklist that can

tell us if someone is being radicalised or becoming involved in terrorism. There are some common signs that may mean someone is being radicalised.

- ★ Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- ★ Expressing anger or extreme views towards a particular group such as a different race or religion.
- ★ Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

### **Check**

The next step is for the staff member or volunteer to speak to the Nursery Manager or Safeguarding Lead to better understand the concerns raised by the behaviours observed to decide whether intervention and support is needed. In many cases there will be an explanation for the behaviours that either requires no further action or a referral not related to radicalisation or extremism.

### **Share**

Where the staff member or volunteer still has concerns that the individual may be vulnerable to radicalisation, then the organisation's safeguarding procedures will be followed, and this safeguarding concern will be reported to the Children's Advice and Duty Service (CADS).

Following this the Prevent referral form should be completed, which can be downloaded from here [referral form](#) and emailed to: [preventreferrals-NC@Norfolk.police.uk](mailto:preventreferrals-NC@Norfolk.police.uk)

An initial assessment of the referral will be carried out prior to any further information gathering on the individual.

**For urgent radicalisation concerns contact Norfolk police on 101 or, in an emergency, 999.**

Additional [information and guidance on Prevent](#) is available on the Norfolk County Council website.

### **We have the following policies which link to safeguarding children.**

1. Online safety
2. Social media
3. Whistleblowing
4. Responsibilities of staff in an emergency
5. Non-collection of children
6. Health and safety
7. Data protection
8. Tapestry
9. Complaint's procedure
10. Technology
11. Nappy changing and toileting
12. Lone worker.

### **Contact numbers**

Children's Advice and Duty Service (CADS)  
(Professionals only line)

**0344 800 8021**

Norfolk Children's Services  
(For parents and carers with concerns,  
or for professionals to use out of hours)

**0344 800 8020 (24 hours)**

Norfolk Police	101- In an emergency 999
Norfolk Local Authority Designated Officers (LADO) team	<a href="mailto:lado@norfolk.gov.uk">lado@norfolk.gov.uk</a>
Norfolk Safeguarding Children Partnership (NSCP)	<a href="http://norfolkscp.org.uk">norfolkscp.org.uk</a>
Safer Programme 01603 228966	<a href="mailto:safer@norfolk.gov.uk">safer@norfolk.gov.uk</a>
The Disclosure and Barring Service Regional Outreach Service	
<a href="https://www.gov.uk/guidance/the-dbs-regional-outreach-service">https://www.gov.uk/guidance/the-dbs-regional-outreach-service</a>	
Barnardo's	<b>0208 550 8822</b>
National Society for the Prevention of Cruelty to Children NSPCC	<b>0808 800 5000</b>
Ofsted	<b>0300 123 1231</b>
Norfolk County Council Early Years team	<b>0344 800 8020</b>

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And last updated: 11 March 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Appendix 1 - Additional Safeguarding Issues

### Child Sexual Exploitation

CSE is a form of child sexual abuse. It occurs when an individual or group take advantage of an imbalance of power to coerce, manipulate or deceive a children 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. CSE does not always involve physical contact; it can also occur through use of technology.

### Female Genital Mutilation

FGM is a procedure where the female genitals are deliberately cut, injured or changed, but where there's no medical reason for this to be done. It's also known as "*female circumcision*" or "cutting". FGM is often performed by someone with no medical training who uses instruments such as a knife, scalpel, scissors, glass or razor blade. Children are rarely given anaesthetic or antiseptic treatment and are often forcibly restrained.

FGM is often motivated by beliefs about what is considered acceptable sexual behaviour. It aims to ensure premarital virginity and marital fidelity. FGM is in many communities believed to reduce a woman's libido and therefore believed to help her resist extramarital sexual acts. **It is illegal to carry out FGM in the UK.** It is also a criminal offence for UK nationals or permanent UK residents to perform FGM overseas or take their child abroad to have FGM carried out. The maximum penalty for FGM is 14 years' imprisonment.

### Forced marriage

People have the right to choose who they marry, when they marry or if they marry at all. Forced marriage is when some face physical pressure to marry (for example, threats, physical or sexual violence) or emotional and psychological pressure (e.g. if they're made to feel like they're bringing shame on their family).

Forced marriage is illegal in England and Wales. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

### Honour abuse

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

It is often linked to family members or acquaintances who mistakenly believe someone has brought shame to their family or community by doing something that is not in keeping with the traditional beliefs of their culture. For example, honour-based violence might be committed against people who:

- become involved with a boyfriend or girlfriend from a different culture or religion,
- want to get out of an arranged marriage,
- want to get out of a forced marriage, and/or
- wear clothes or take part in activities that might not be considered traditional within a particular culture.



Women and girls are the most common victims of honour-based violence, however it can also affect men and boys. Crimes of 'honour' do not always include violence. Crimes committed in the name of 'honour' might include:

- domestic abuse
- threats of violence
- sexual or psychological abuse
- forced marriage
- being held against your will or taken somewhere the victim doesn't want to go
- assault/killing.

### **County Lines**

A term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas within the UK, using dedicated mobile phone lines or other form of 'deal line'. They are likely to exploit children and vulnerable adults to move and store the drugs and money, and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

### **Child criminal exploitation**

A term to describe 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 into any criminal activity:

- (a) in exchange for something the victim needs or wants, and/or
- (b) for the financial or other advantage or the perpetrator or facilitator, and/or
- (c) through violence or the threat of violence.

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.

### **Radicalisation**

When we talk about radicalisation it means someone is being encouraged to develop extreme views or beliefs in support of terrorist groups and activities. radicalisation and the potential path towards terrorism and extremism can occur through face to face or online interactions. It is sadly the case that it is becoming easier than ever to be groomed by terrorist recruiters on the internet and to find extremist materials.

Encouraging susceptible individuals to commit acts of terrorism on their own initiative is a deliberate tactic seen in emerging ideologies and seen in their propaganda. This is exacerbated by online environments which bring together and facilitate individuals sharing and validating thoughts and ideas.

Every case is different, and there is no checklist that can tell us if someone is being radicalised or becoming involved in terrorism. The importance of noticing the hallmarks of concern within these online communities, in friends or wider social spaces as well as work and educational settings has probably never been as important as it is now. There are some common signs that may mean someone is being radicalised.

- Expressing an obsessive or angry sense of injustice about a situation and blaming this on others.
- Expressing anger or extreme views towards a particular group such as a different race or religion.
- Suggesting that violent action is the only way to solve an issue, sharing extreme views or hatred on social media.

It's often the case that professional curiosity and belief in your own ability to determine if something just doesn't sit right is sometimes a good check point to flag up where something may be going wrong, especially in the early stages of radicalisation.

### **Online abuse**

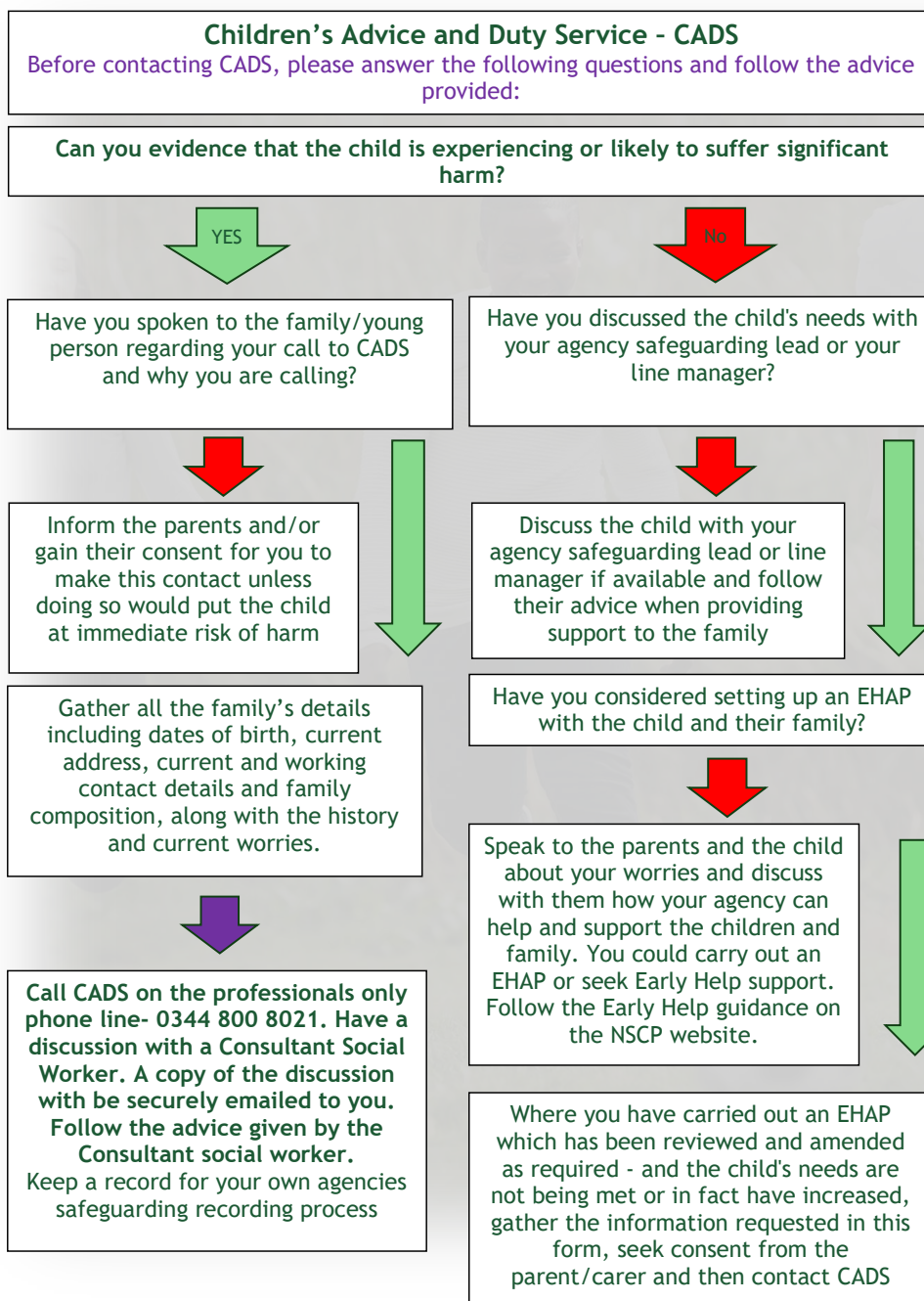
Any type of abuse that happens on the internet. It can happen across any device that's connected to the web, like computers, tablets, and mobile phones. It can happen anywhere online, including social media, text messages, messaging apps, emails, online chats, online gaming and live-streaming sites. Children can be at risk of online abuse from people they know or from strangers. It might be part of other abuse which is taking place offline, like bullying or grooming. Or the abuse might only happen online.

Children may experience several types of abuse online: Cyberbullying, Emotional abuse- which can include emotional blackmail, Sexting-pressure, or coercion to create sexual images, sexual abuse, sexual exploitation and grooming-perpetrators may use online platforms to build a trusting relationship with the child to abuse them. A child experiencing abuse online might:

- spend a lot more or a lot less time than usual online, texting, gaming or using social media,
- seem distant, upset or angry after using the internet or texting,
- be secretive about who they're talking to and what they're doing online or on their mobile phone,
- have lots of new phone numbers, texts or email addresses on their mobile phone, laptop or table, and or
- be mindful that some of the signs of online abuse are similar to other types of abuse.

## Appendix 2 - The Children’s Advice and Duty Service Flowchart

Children’s Advice and Duty Service  
(CADS) Practice Process - Flowchart -  
September 2023



## Tapestry and Learning Journal Policy

### Statement

**Once upon a time** recognises its responsibility to safeguard and promote the welfare of all children.

### Aims

**Once upon a time** ensures that all children attending have a personal Learning Journal which records photographs, videos, observations and comments, in line with the Early Years Foundation Stage. This will produce a record of each child's achievements and developmental progress during their time with us.

### Methods

- ★ **Once upon a time** uses an online application called 'Tapestry' that allows staff and parents to access information from any computer via a personal, password-protected log in.
- ★ Each parent/carer will be asked for permission for the nursery to use Tapestry to record their child/children's development.
- ★ Permission will include the taking of photographs and videos.
- ★ Each child will be allocated a Key person who will be responsible for recording their progress and time at nursery.
- ★ Staff access allows input of new observations, photographs and videos, or amendment of existing observations and photographs or videos.
- ★ Parent/carer access allows input of new observations and photographs or the addition of comments on existing observations and photos. Parent/carer log-ins do not have the necessary permission to edit existing material.
- ★ Observations input into the Tapestry system are validated by a senior member of staff before being updated/loaded on the system.
- ★ Parents/carers logging into the system are only able to see their own child(ren)'s Learning Journal.
- ★ The Learning Journal is started once your child has joined the nursery.
- ★ Observations may be written in the past or present tense.
- ★ In all written observations, other children are referred to using their initials (instead of as 'C1', 'C2', etc.) and not by name.
- ★ Tapestry is used as a communication tool between nursery and home. A child's Learning Journal is a document recording their learning and development during their early years, and parents/carers may add comments on observations or contribute photographs, videos or information about activities they have been doing outside of nursery.
- ★ From time to time we may set whole nursery school or group challenges for children and parents to complete.
- ★ We may publish reminders about specific events at nursery.
- ★ Staff will use a paper Learning Journal format to record the progress of children who do not have consent to be recorded on Tapestry. This policy will be followed with regards to security, confidentiality and consent.
- ★ Children's Learning Journals recorded on Tapestry will be loaded onto a memory stick for parents/carers to keep when they leave nursery.

### Security

- ★ The Tapestry online system is hosted on secure, dedicated servers based in the UK.
- ★ Access to information stored on Tapestry can only be gained by a unique user ID and password.
- ★ Parents/carers can only see their own child(ren)'s information and are unable to login to view other children's information.
- ★ **Parents/carers must not download/upload photos from Tapestry onto any social networking site.**

- ★ Staff will only log onto Tapestry during normal working hours and in the workplace. Personal computers will not be used.
- ★ Staff will only complete paper Learning Journals during normal working hours and in the nursery – they will not be taken home.

**Failure to comply with this policy may result in you being asked to remove your child from this nursery.**

**This policy was adopted by Once upon a time nursery school**

**Date: 21 July 2016**

**And updated on 17 September 2021**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Special Educational Needs and Disability Policy

### Statement of intent

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

### Aims

- ★ We have regard for the revised DfES Special Educational Needs and Disabilities Code of Practice (SENDcop).
- ★ We include all children in our provision.
- ★ We provide practitioners to help support parents and children with special educational needs and disabilities.
- ★ We identify the specific needs of children with SEN and disabilities and meet those needs through a range of strategies.
- ★ We work in partnership with parents and agencies in meeting individual children's needs.
- ★ We will access training or professional advice for any child who requires medical support prior to their start date.
- ★ We monitor and review our practice and provision and, if necessary, adjust.

### Methods

- ★ Each of our nursery schools has a designated member of staff to be Special Educational Needs and Disabilities Co-Ordinator (SENDSCO):
  - Wroxham Road: **Hannah Pask**
  - Constitution Hill: **Jodie Harvey**
  - White House Farm: **Chloe Welton**
- In their absence, the following members of staff will deputise:
  - Wroxham Road: **Becky Potter**
  - Constitution Hill: **Becki Habershon**
  - White House Farm: **Alex Wells**
- ★ Each of our nursery schools has named co-ordinators for speech and language.
  - Wroxham Road: **Becky Potter**
  - Constitution Hill: **Jodie Harvey**
  - White House Farm: **Vicky Webb**
- ★ Each of our nursery schools has a designated co-ordinator to support children who has English as a second language.
  - Wroxham Road: **Lisa Lee and Sarah Causton**
  - Constitution Hill: **Egle Valiunaite**
  - White House Farm: **Becky Vaughan**
- ★ We ensure that the provision for children with SEN/disabilities is the responsibility of all members of the nursery.
- ★ We ensure that our inclusive admissions practice ensures equality of access and opportunity.
- ★ We are part of Norfolk County Councils 'Local Offer' to parents with children who have special or additional needs or disabilities.
- ★ We ensure that our physical environment is as far as possible suitable for children with disabilities.
- ★ We work closely with parents of children with SEN and disabilities to create and maintain a positive partnership.
- ★ We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's care and education.
- ★ We provide parents with information on sources of independent advice and support.
- ★ We liaise with other professionals involved with children with SEN/disabilities and their families, including transfer arrangements to other settings and schools.
- ★ In line with the Special Educational Needs and Disabilities Code of Practice we use the graduated response system. After identifying and responding to a child's special

educational needs or disability, our trained staff will use the 'assess, plan, do and review' system. This will enable them to monitor the child's development through an individual support plan (ISP). Any ISP will be shared with parents and may be shared with other professionals providing we have the parent's permission.

- ★ We provide a broad and balanced curriculum for all children with SEN or disabilities.
- ★ We provide a differentiated curriculum to meet individual needs and abilities.
- ★ We ensure the privacy of children with SEN or disabilities when intimate care is being provided.
- ★ We provide in-service training for our practitioners and students.
- ★ We raise awareness of any specialism the setting has to offer.
- ★ We ensure the effectiveness of our SEN or disability provision by collecting information from a range of sources e.g. staff and management meetings, parental and external agencies views, inspections and complaints.
- ★ We provide a Complaints Procedure.
- ★ We provide an Equality and Diversity Policy

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 17 September 2021**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Data Protection Policy**

### **Statement of intent**

Our nursery believes that the personal data of families and staff should be treated with respect and in a way that does not jeopardise personal and confidential information. We follow the guidance set out in the Data Protection Act 1998, and the General Data Protection Regulations (GDPR) 2018.

### **Aims**

- ★ We aim to ensure the safe storage and handling of all personal data which we come into contact with during the running of this nursery, and that it is kept up to date.
- ★ We aim to process personal data lawfully, fairly and in a transparent manner.
- ★ We aim to store personal data for as long as is legally required.

The GDPR includes the following rights for individuals:

- ★ The right to be informed
- ★ The right of access
- ★ The right to rectification
- ★ The right to erasure
- ★ The right to restrict processing
- ★ The right of data portability
- ★ The right to object, and
- ★ The right not to be subject to automated decision making, including profiling.

### **Methods**

John Banbury, Finance Director, is our Data Protection Officer.

### **Handling staff personal data**

- ★ We follow all legal requirements with regard to the handling of our staff's personal data.
- ★ Staff are required to give their signed consent for us to hold their personal data.
- ★ Staff sign to give permission for their details to be shared for the purpose of payroll. Our payroll is processed by Sarah Place Accountants.
- ★ Staff sign a payroll form to give permission for their personal details to be passed to our accountant, pension broker and pension provider.
- ★ Data is only shared with other appropriate parties with prior written permission from a staff member.
- ★ In some cases, we may be legally required to pass data on.
- ★ Staff may ask to see any information we hold about them and we will fulfil this request within one month.
- ★ We are required to hold staff information for seven years after they have left the nursery.

### **Disclosure and Barring Service (DBS)**

- ★ We use Capita to process all of our online DBS certificates.
- ★ During the application process staff are asked to agree to their 'Terms and Conditions' and agree to the process going ahead.
- ★ When confirmation of the application has been received via email, the reference number will be kept on our company DBS log.
- ★ Paper DBS certificates are the property of the staff member. They must be brought to nursery at the earliest opportunity for the Nursery Manager or their deputy to see and record the reference number and date of issue onto the company DBS log.



## **Handling personal data for children and their family**

- ★ Parents/Carers are required to give their signed consent for Once upon a time nursery school to hold information about their child and family. Adults must have legal parental responsibility to do this for the child.
- ★ We follow all legal requirements with regard to the handling of our families' personal data.
- ★ Our staff are trained in the handling of families' personal data. Staff are not allowed to take any of the children's personal information home.
- ★ We pay an annual fee to the Information Commissioners Office.
- ★ Our children's online 'Learning journals' are the property of the parents and will only be transferred to schools or other nursery settings with prior permission from them.
- ★ Journals are not accessed at home by our staff.
- ★ Information will only be passed to third parties within the educational support system to enable children to receive all of their entitlements. This includes claiming Government nursery funding for all three and four-year olds and eligible two year olds.
- ★ We hold information on how Local authorities and Government departments use information passed to them and display it on our parents notice boards.
- ★ Ofsted, our industry regulator, will have access to children's personal data at inspection visits.
- ★ In rare cases, we may be legally required to pass information on to certain authorities without parental permission. Such cases would be where we are safeguarding a child in our care.
- ★ We are required to keep children's registration details for three years after they have left the nursery.
- ★ Accident, Incident and Medicine forms must be kept indefinitely.
- ★ Attendance Registers are kept for three years.
- ★ Any Special Educational Needs and Disability reports and plans will be forwarded to the child's receiving school or nursery, at transition, with written permission from parents.
- ★ Any Child Protection reports will be forwarded to the child's receiving school.
- ★ Norfolk County Council funding claim forms must be kept for seven years.
- ★ Parents may ask to see any information we hold about them and we will fulfil this request within one month.

## **Photographs**

- ★ Photographs and Videos are only taken with our nursery cameras and tablets with prior signed permission from parents.
- ★ Photographs are used in displays around the nursery.
- ★ We seek specific written permission from parents for photographs which may be taken and used outside of the nursery, for example on our website or on our Facebook page.
- ★ Computer stored photographs will be deleted when a child leaves the nursery.

## **Computers**

- ★ Data, including photographs, which is stored on the nursery computers, is protected by passwords.
- ★ All computers are protected against internet intrusion.
- ★ We use Beacon IT for all of our internet and computer support. We have a signed agreement with Beacon IT covering confidentiality and data control. You can view Beacon IT's privacy notice on their website: [www.beconitsolutions.co.uk](http://www.beconitsolutions.co.uk)
- ★ Staff are not permitted to use any portable data devices which have not been encrypted by our IT support provider.

## **Tapestry**

We have an in-depth contract with Tapestry in which they are the Data Handler for information loaded onto your Child's learning journal. **Once upon a time** nursery school is the Data Controller.

Parents are required to sign a Tapestry agreement before we load any information onto their child's learning journal. When a child leaves nursery, we ask written permission from parents to transfer a journal to a new setting. Once a transfer is complete, or the journal has been loaded onto a memory stick, we will instruct Tapestry to delete that child's data.

## **Data breach**

A personal data breach means a breach of security leading to the destruction, coming, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed. We have systems in place to detect, report and investigate a breach.

In the event of a data breach we will inform parents or staff as soon as possible. If a computer breach is discovered, we will contact Beacon IT to investigate and make safe our data.

Where we believe that the breach could result in a risk to the rights and freedoms of individuals, for example it could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage, we will also inform the Information Commissioners Office within 72 hours of the breach.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2009**

**And updated: 16 April 2018**

**Signed on behalf of the nursery**

**To be reviewed by: Annually or sooner if any matters arise**

## **Health and Safety Policy**

### **Statement of intent**

This nursery believes that the health and safety of children is of paramount importance.

We make our nursery a safe and healthy place for children, parents, staff, students and volunteers.

### **Aim**

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

### **Methods**

A named member of staff at each nursery school is responsible for health and safety.

They are competent to carry out these responsibilities. They undertake relevant health and safety training and regularly update their knowledge and understanding.

A named member of staff at each nursery school is responsible for first aid.

### **Risk assessment**

Our risk assessment process includes checking for hazards and risks indoors and outside, and in our activities and procedures. Risk assessments will also measure the risk benefit to a child where necessary.

Our assessment covers:

- adults and children,
- deciding which areas need attention, and
- developing an action plan which specifies the action required, the timescales for action, the person responsible for the action and any funding required.

We maintain lists of health and safety issues which are checked:

- daily before the session begins,
- weekly, and
- at termly Governance meetings.

### **Insurance cover**

We have Public Liability Insurance and Employers' Liability Insurance. Our certificates are displayed at each nursery.

### **Awareness raising**

- ★ Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including safe lifting and the storage of potentially dangerous substances.
- ★ Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm they have taken part.
- ★ Health and safety issues are explained to the parents of new children so that they understand the part they play in the daily life of the nursery.
- ★ As necessary, health and safety training is included in the annual training plans of staff and health and safety is discussed regularly at staff meetings.
- ★ We have a 'No smoking' policy.
- ★ Children are made aware of health and safety issues through discussions, planned activities and routines.

## Children's safety

- ★ Only persons who have been checked for criminal records by an enhanced disclosure from the Disclosure and Barring Service and are registered with Ofsted as child carers, have unsupervised access to the children, including helping them with toileting.
- ★ All children are supervised by adults at all times.
- ★ Whenever children are on the premises at least two adults are present.

## Security

- ★ Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- ★ The arrival and departure times of adults - staff, students, volunteers and visitors - are recorded.
- ★ Our systems prevent unauthorised access to our premises.
- ★ Our systems prevent children from leaving our premises unnoticed.
- ★ The personal possessions of staff, students and volunteers are securely stored during nursery sessions.
- ★ No children will be allowed out of the building or off the grounds at any time unless they are accompanied by a member of staff and the correct ratios of children to adult are maintained. Permission for a trip/outing will be obtained from the parent before the event. A parent's signature will be needed.
- ★ Children will only be checked out of nursery if they are accompanied by their parent/carer or by an adult known to the child and only if nursery has been informed in advance. If a member of staff has any concerns, the parent will be contacted.
- ★ Parental responsibilities will remain with the persons named on the child's birth certificate which will be seen by the initial nursery registration.
- ★ If a relationship between parents or carers of a nursery child should change, and both parents hold joint parental responsibility, nursery will not be able to prevent either party from collecting their child/children. In these kinds of circumstances, we would expect parents to come to an amicable agreement for the sake of the child/children.
- ★ If a parent holds sole parental responsibility, he/she may make amendments to the child's registration forms regarding who is permitted to collect the child. These amendments should be brought into the nursery in a signed, written statement.
  - The parent would be asked to reset the security password for collection of their child. (He/she would be asked if there was any legal reason why the child could not be collected by their partner)
  - If there was a legal reason for a parent not having access to their child the nursery would need to hold a copy of any legal documentation.
  - All staff would be alerted to the situation.
  - The staff team that controls the entrances to the nursery will not allow any such parent access to the nursery rooms unless this has been agreed with the parent of the child.
  - If a parent who has been removed from the information held by the nursery, arrived to collect their child, a member of staff would contact the mother of the child. The child would not be permitted to leave the nursery without the mother's permission.
  - Staff would immediately contact the Police if a parent or carer who had a court injunction, denying access to their child, arrived to collect their child. They would not be allowed onto the nursery premises and would be verbally told, via our intercom, that the Police had been called.
  - By request of either parent or carer, the nursery will provide individual letters and information regarding the child's development to both parents/carers. Wherever possible the child's Learning Journal should be shared between both parents/carers to incorporate both home settings and experiences.

## Windows

- ★ Low-level windows are made from materials which prevent accidental breakage or are made safe.

## **Doors**

- ★ We take precautions to prevent children's fingers from being trapped in doors.

## **Floors**

- ★ All surfaces are checked daily to ensure they are clean and not uneven or damaged.

## **Kitchen**

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

## **Electrical/gas equipment**

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

## **Storage**

- ★ All resources and materials which children select are stored safely.
- ★ All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.

## **Outdoor area**

- ★ Our outdoor area is securely fenced and gates are always kept locked.
- ★ Our outdoor area is checked for safety and cleanliness before it is used.
- ★ Adults and children are alerted to the dangers of any poisonous plants, herbicides and pesticides.
- ★ Where water can form a pool on equipment, it is emptied before children start playing outside.
- ★ Our outdoor sand pit is covered when not in use.

## **Hygiene**

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

- providing tissues and wipes, and
- ensuring thorough deep cleaning of any area that may have been contaminated by vomit or urine etc. This will be monitored through our incident records.

### **Activities**

- ★ Before purchase or loan, equipment and resources are checked to ensure they are safe for the ages and stages of the children currently attending the nursery.
- ★ The layout of play equipment allows adults and children to move safely and freely between activities.
- ★ All equipment is regularly checked for cleanliness and safety, and any dangerous items are repaired or discarded.
- ★ All materials - including paint and glue - are non-toxic.
- ★ Sand is clean and suitable for children's play.
- ★ Physical play is constantly supervised.
- ★ Children are taught to handle and store tools safely.
- ★ Children who are sleeping are checked regularly.
- ★ Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.
- ★ Children are encouraged to take risks through monitored and supervised risky play.

### **Food and drink**

- ★ Staff who prepare and handle food receive appropriate training and understand – and comply with – food safety and hygiene regulations.
- ★ All food and drink is stored appropriately.
- ★ Adults do not drink hot drinks in the play area(s).
- ★ Snack and mealtimes are appropriately supervised, and children do not walk about with food and drinks.
- ★ Fresh drinking water is available to the children at all times.
- ★ We operate systems to ensure that children do not have access to food/drinks to which they are allergic.
- ★ Healthy eating habits are promoted and are reflected at all mealtimes. Fruit and vegetables are offered at snack time and children are encouraged to try different kinds of foods they have not tried before e.g. for multi-cultural celebrations
- ★ Children are encouraged to wash their hands before eating and before handling any kind of food e.g. cooking.
- ★ Religious and medical dietary requirements are observed, and details are recorded on registration sheets.

### **Outings and visits**

- ★ We have agreed procedures for the safe conduct of outings.
- ★ Procedures to be followed on outings are contained within our operational plan.
- ★ A risk assessment is carried out before an outing takes place.
- ★ Parents always sign consent forms before major outings.
- ★ The children are appropriately supervised to ensure no child gets lost and that there is no unauthorised access to children.
- ★ Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.

For those children remaining at nursery, the adult-to-child ratio conforms to the requirements of the Statutory framework for the Early Years Foundation Stage.

The current ratios are:

- children aged 3 months to two years: 1 adult - 3 children
- children aged 2 years to three years: 1 adult - 4 children
- children aged 3 years to 5 years: 1 adult - 8 children

There is additional information in our Responsibility of Staff in an Emergency Policy.

## **Animals**

- ★ Animals visiting the nursery are free from disease, safe to be with children and do not pose a health risk.
- ★ Nursery pets are free from disease, safe to be with children and do not pose a health risk.

## **Fire safety**

- ★ Fire doors are clearly marked, never obstructed and easily opened from inside.
- ★ Smoke detectors/alarms and firefighting appliances conform to BSEN standards, are fitted in appropriate high-risk areas of the building and are checked as specified by the manufacturer.
- ★ Our emergency evacuation procedures are approved by the Fire Safety Officer and are:
  - clearly displayed in the premises,
  - explained to new members of staff, volunteers and parents, and
  - practised regularly at least once every six weeks.
- ★ Records are kept of fire drills and the servicing of fire safety equipment.

## **Lockdown procedure**

In the case of a terrorism alert, the nursery has a procedure to move the children to the safest part of the building. This procedure is discussed at staff meetings.

## **First aid and medication**

All staff receive Paediatric First Aid Training, and it is renewed every three years.

Our first aid kits:

- ★ comply with the Health and Safety (First Aid) Regulations 1981,
- ★ are regularly checked by a designated member of staff and re-stocked as necessary,
- ★ are easily accessible to adults, and
- ★ are kept out of the reach of children.

**At the time of admission to the nursery, written permission from parents is obtained for emergency medical advice or treatment. Parents sign and date their written approval.**

Our accident books:

- ★ are kept safely and accessibly, and
- ★ all staff and volunteers know where they are kept and how to complete them.

**Ofsted will be notified of any injury requiring treatment by a General Practitioner or hospital, or the death of a child or adult.**

Any injury requiring GP or hospital treatment to a child, parent, volunteer or visitor is reported to the local office of the Health and Safety Executive.

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We report to the local office of the Health and Safety Executive:

- ★ any accident to a member of staff requiring treatment by a General Practitioner or hospital, and
- ★ any dangerous occurrences (i.e. an event which does not cause an accident but could have done).

Children's prescribed drugs are stored in their original containers, are clearly labelled and are inaccessible to the children. Parents give prior written permission for the administration of medication. The administration is recorded accurately, and parents sign the record book to acknowledge the administration of a medicine.

If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant staff member by a health professional.

Staff are not permitted to bring their own medication into nursery rooms unless it is needed for emergency reasons i.e. EpiPen or inhaler. Staff will have a healthcare plan in place and medication will be stored in a locked cupboard where applicable. Staff will need to have a colleague witness any self-administration of medication during a shift.

In compliance with the statutory framework for the Early Years Foundation Stage, the following policies and documentation in relation to health and safety are in place:

- ★ Risk assessment.
- ★ Record of visitors.
- ★ Fire safety procedures.
- ★ Fire safety records and certificates.
- ★ Operational procedures for outings.
- ★ Administration of medication.
- ★ Prior parental consent to administer medicine.
- ★ Record of the administration of medicines.
- ★ Prior parental consent for emergency treatment.
- ★ Accident record.
- ★ No smoking.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**



## Children's Sickness and Medication Policy

### Statement of intent

It is our intention that all children at the nursery should be protected from serious infection.

### Aims

We do not aim to exclude children from nursery unnecessarily.

We aim to inform our parents of our responsibilities and their own responsibilities if their child is, or becomes, unwell.

### Methods

- ★ Parents are made aware of our sickness policy and procedures. This includes procedures for contacting parents, or other authorised adults, if a child becomes ill at nursery.
- ★ For the protection of everyone at nursery, we cannot admit sick or infectious children to the nursery. Information in the form of a list of childhood illnesses is included with this policy. Please be aware that this list is not exhaustive, and not all symptoms will be the same for every child. Parents and staff must communicate closely when a child is sick. The Nursery Manager\* will liaise with parents when this is not a straightforward case. Ultimately the Nursery Manager\* has a duty of care to all who attend nursery. Therefore, the Nursery Manager\* will make the final decision about whether a child is well enough to attend. (\* or the person in charge on the day.)
- ★ If a child becomes ill at nursery, staff will inform parents or an emergency contact. While awaiting the arrival of the parents, the staff will ensure the comfort of the child, taking appropriate action, which would include seeking medical advice immediately if required.
- ★ The Health Department advises that children should remain at home for 48 hours if they have suffered from diarrhoea or sickness. However, **Once upon a time** requires children to stay at home for **72 hours**.
- ★ Children with infectious or contagious diseases will be excluded for certain periods. If staff suspect that a child has an infectious or contagious disease, they will request that the parents consult a doctor before returning the child to nursery.
- ★ Public Health England/ Ofsted are notified of any infectious diseases which a qualified medical person considers notifiable.
- ★ When your child joins the nursery, we ask you to complete details about vaccinations and medical needs on his/her emergency contact form. Once your child has had a vaccination or if your child's medical needs change, please let us know so that we can keep our records up to date.
- ★ If your child is suffering from any of the listed infectious illnesses, please let a member of staff know by telephone so that we can monitor the situation and inform other parents if necessary.

**The following information has been produced as a guide for you, but if you are concerned about your child and are unable to get an appointment with your GP, please consult a pharmacist or NHS direct.**

**Below is a list of the most common communicable diseases that young children experience. The list has been produced in consultation with the Health Commission and Norfolk County Council Social Services for communicable diseases.**

#### 1. Diarrhoea and/or Vomiting

##### Signs and symptoms

As diarrhoea and vomiting is infectious please **do not** bring your child back to nursery until he/she has been clear of these symptoms for **72 hours**.

## **2. Measles**

### **Signs and symptoms**

Early symptoms of measles may include a running nose, watery eyes, high temperature and a cough. Red spots with a white centre may also be seen on the inside of the mouth, behind the ears and on the face and limbs.

### **General medical advice**

As measles is infectious until four days after the appearance of the rash, please exclude your child from nursery until the rash has disappeared.

## **3. Chicken Pox**

### **Signs and symptoms**

Children who suffer with Chicken Pox can display a wide range of symptoms, but usually they will appear fretful, suffer a loss of appetite and have a high temperature. A rash will appear on the trunk, face or limbs, and then small blisters will form which may cause an irritation.

### **General medical advice**

To reduce the risk to others your child must be excluded from nursery for up to five days after the appearance of the spots, or until the spots are dry. You may find Calamine lotion soothes the irritation. Do not give your child Ibuprofen if they have Chicken Pox unless this is advised by a doctor.

## **4. Mumps**

### **Signs and symptoms**

Early symptoms of mumps can include swollen glands on one or both sides of the face, sore throat and loss of appetite. Your child may also experience difficulty swallowing.

### **General medical advice**

Mumps can be infectious for up to one week after the facial swelling appears. Please exclude your child from nursery until there is no swelling.

## **5. Rubella 'German Measles'**

### **Signs and symptoms**

German Measles in appearance has a reddish rash that spreads initially across the trunk area.

### **General medical advice**

German Measles can be infectious for up to 23 days. It is infectious for one week prior to a rash appearing, and up to four days after the onset of the rash. Please exclude your child from nursery for 7 days after the appearance of the rash.

## **6. Conjunctivitis**

### **Signs and symptoms.**

There are three kinds of conjunctivitis - allergic, bacterial and viral. Public Health England guidance suggests that children do not need to be excluded from Nursery unless there is an outbreak. However, at Once upon a time nursery school the following rule applies:

Children must be excluded for **24 hours** with confirmed cases from the onset of treatment, or until their eyes are not running/oozing with a **thick** discharge.

### **General medical advice**

Whilst your child's eyes are red/sore, discharging, and causing irritation, conjunctivitis can be uncomfortable and extremely infectious.

If you are concerned about your child's eyes, please take him/her to be seen by a Medical Practitioner, this can be a Pharmacist, Practice Nurse or Doctor, as this infection in some cases needs to have prescribed treatment. It is also advised that you disinfect all toys, towels and face cloths that your child has come into contact with.

## **7. Head lice**

### **Signs and symptoms**

Head lice are still common amongst school children and can very often be passed through to nurseries. They have a lice appearance and form eggs on hair follicles. They spread very easily and are passed from one head to another during head-to-head contact. Symptoms may include your child scratching their head and eggs appearing, particularly behind the ears.

### **General medical advice**

If you are concerned that your child has head lice, treatment is available from your chemist or pharmacist. It would be appreciated if you could let a member of staff know if you are treating your child. It is also wise to treat the whole household. It may be advisable for you to routinely check your family's hair. No exclusion from nursery is necessary once treatment has started.

## **8. Threadworms**

### **Signs and symptoms**

If you notice your child is scratching his/her bottom. Especially at night it may be due to Threadworms. They are tiny, white thread-like worms that may be visible in faeces.

### **General medical advice**

They are easy to treat, and medicine can be bought without prescription from a pharmacist, it is wise to treat the whole family. No exclusion is necessary once treatment has started.

## **9. 'Fifth Disease' Parvovirus B19**

### **Signs and symptoms**

Fifth Disease is usually a mild illness caused by a human virus B19. The rash has a 'slapped face' appearance and particularly affects children.

### **General medical advice**

Please exclude your child from nursery until well, as there is no immunisation or medicine which will prevent or cure the disease. The disease is usually spread by direct contact through secretions from the nose, throat or chest of an infected person. It can take between 4-20 days after contracting the virus for the rash to appear.

## **10. Hand, Foot and Mouth**

### **Signs and symptoms**

Hand, foot and mouth is usually a mild illness which can cause blisters on the palms, soles of the feet and in the mouth.

### **General medical advice**

If suffering from this, children are generally unwell in themselves. Please exclude your child from nursery if the blisters are weeping or until your child is 'clinically well'.

## 11. Impetigo

### Signs and symptoms

Impetigo is an infection of the skin caused by bacteria. It most commonly occurs on the skin around the nose and mouth, but can also affect the skin in other parts of the body. It makes the skin go red and weepy, and sometimes small blisters can be seen.

### General medical advice

An infected person scratching the rash, and passing it on their fingers, to another person usually spreads it. Good personal hygiene is very important, particularly through hand washing after touching the rash. The infected person should have separate towels and flannels until the rash has cleared. It can take 4-10 days for the rash to appear after the skin is infected. An infected child should not attend nursery until medical advice has been sought. Children should be excluded for 48 hours after treatment has started.

## 12. Scabies

### Signs and symptoms

Scabies is more of a nuisance than a serious medical problem. However, it does require medical treatment. Scabies is not a sign of being dirty or unhygienic, it is caused by a tiny mite (half the size of a pin head) which burrows into the surface of the skin causing visible raised lines or small red spots or blisters. These occur particularly in the wrists, back of hands and between the fingers.

### General medical advice

It may take between 2-6 weeks from the first infestation for the itching to start. All close physical contacts of a case, and the whole household should be treated on the same day. Children who are infested with scabies should not attend nursery until at least 24 hours after the treatment has begun.

## 13. Meningococcal Meningitis Septicaemia

### Signs and symptoms

Meningitis and Septicaemia are the inflammation of the lining covering the brain and spinal cord. It can display a wide range of different symptoms, these include a rash, fever/vomiting, cold hands and feet, rapid breathing, stomach/joint/muscle pain, drowsiness/impaired consciousness, severe headache, stiff neck and a dislike to bright lights.

**Not all of the symptoms have to be present at the same time.**

### General medical advice

In most cases, someone with Meningitis or Septicaemia will become seriously ill rapidly. **Trust your instincts – seek medical help immediately if you are concerned.**

You may also wish to try the 'Tumbler test' by pressing a glass firmly against your child's skin. If it is a Septicaemia rash, the rash will not fade, and you will be able to see the rash through the glass. If this happens you should get medical help immediately. When a case of Meningococcal Meningitis or Septicaemia is diagnosed the Public Health doctor will make sure that all those who need antibiotics are contacted.

## 14. Cold sores

Cold sores start as small blisters that form around the lips and mouth. They sometimes appear on the chin, cheeks and nose too. After a few days the blisters begin to ooze, then form a crust and heal completely in one to two weeks. If your child suffers from cold sores, then you should liaise with the Nursery Manager/Deputy Nursery Manager. Exclusion will be decided on a case by case scenario.

Please note: The cold sore virus can be very serious for babies six months old and under. Babies of this age should never be kissed by someone with an open cold sore.

All of the above information is included in the 'Communicable Diseases – Guidance for Pre-schools and Nurseries' which is provided by Norfolk County Council Social Services Department. Information and advice have also been provided by the consultant in control of communicable diseases who is based at the Norfolk and Norwich Health Care Trust.

## **COVID-19**

- ★ We continue to have a risk assessment in place for COVID-19.
- ★ We will continue to monitor all advice given by the government.
- ★ We will continue to have as much ventilation in the nursery rooms as possible.

If your child has a high temperature, they should remain at home for 24 hours and return to nursery only when they are well enough to do so.

If they test positive for COVID-19 they should remain at home for three days from their test result.

## **Medicines**

If your child has been **prescribed** medicine, please bring it to nursery with clear instructions of when you would like it to be given to your child whilst they are at nursery. This must be brought in the bottle it was dispensed in.

For the best interests of your child and to allow the medication to begin working, your child must have been receiving the medication for 24 hours before they are able to return to nursery.

Unfortunately, we cannot administer medicine unless a Doctor has prescribed it. (Please see separate procedure for Calpol below)

## **Calpol (or any brand of Infant Oral Suspension)**

Since the COVID-19 Pandemic it has been our policy to not administer Calpol routinely for children with a temperature. The reason for this is that one of the main symptoms for COVID-19 is a high temperature and by administering Calpol we could be masking this virus. Although we understand that children's temperatures can be high for a number of other reasons, without testing no one knows exactly what could be causing a temperature.

It is our duty of care to safeguard all children who attend our settings and also our staff team. So, from Monday, 28 February 2022, our policy re Calpol will be as follows:

## **Methods**

- ★ When your child starts at nursery you will be asked to sign a form which gives permission for Calpol to be administered to your child in an emergency. This is so that we can, if necessary, reduce a high temperature and prevent a febrile convulsion. Staff will always try and reduce a child's high temperature by removing clothing to allow the child's core body temperature to cool naturally first.
- ★ If your child's temperature reaches 38°C while at nursery you will be contacted to discuss your child's wellbeing.
- ★ If your child's temperature exceeds 38°C you will be contacted and expected to collect your child straightaway.
- ★ With written consent, and while we wait for parents to arrive, we will administer Calpol to your child if their temperature exceeds 38°C. (According to the NHS website 38°C, in most cases, is considered to be a fever.)

- ★ Even though a signed permission form is obtained at registration, we would always try and contact parents to discuss the administration of Calpol. We will take into account all aspects of the child's well-being at that time and discuss this with parents. If parents were not contactable, as long as the child has been at nursery for longer than four hours, Calpol will be administered. However, a message would be left for parents to contact us as soon as possible. If the need arises to administer Calpol before the child has been at nursery for four hours and parents are not contactable, then the person in charge will call 111 for advice.
- ★ You must call the Nursery Manager if you have had to administer Calpol or any other infant oral suspension up to 4 hours before your child attends their nursery session.
- ★ We will only administer Calpol for pain relief if this has been recommended by a doctor. We will require a written Doctor's letter to do this.

**Administering Calpol should not be a go-to procedure to enable your child to attend nursery. If a child needs any form of infant oral suspension, then they should be kept at home while their little bodies are fighting the cause of the temperature.**

### **Coughs, colds and flu**

Naturally, in this kind of environment, we are open to all kinds of disease and as the majority of germs are air-borne, we do appreciate that children will pick-up illnesses. If your child is unwell and would not cope with a nursery day, you must keep them at home so to reduce the risk of spreading the infection to the other children.

### **Summary**

If you would like to discuss any of the illnesses mentioned in further detail, please do not hesitate to contact your GP or a member of the nursery team.

Your child's health is primarily your responsibility. If they are ill and need one-to-one comfort, they must stay at home as we are unable to offer an unwell child that kind of care on an extended basis. We value the opportunity to work with you for the best interests of your child, and we are happy to discuss any concerns you may have. If you are ever unsure of anything you are welcome to contact us.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 27 June 2023**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Pandemic Policy**

The policy has been created after consulting the Government Guidance for Early Years Settings.

### **Prevention of spreading Influenza**

- ★ This nursery is equipped with materials suitable to prevent spread of infection, for example, hand cleansers, tissues and tissue disposal units.
- ★ Practice good hygiene – cover coughs and sneezes with a tissue and throw it away as soon as possible afterwards. 'Catch it. Bin it. Kill it'.
- ★ All staff and parents ensure that children wash their hands on a regular basis, especially before eating food.

### **Symptoms to look out for**

The symptoms of **swine flu** are broadly the same as those of ordinary flu but may be more severe and cause more serious complications. The typical symptoms are:

**Fever, Runny nose/ sneezing, Loss of appetite, Diarrhoea or Stomach upset, Headache, Tiredness, Chills, Aching muscles, Limb or Joint pain, Sore throat.**

The symptoms of **Coronavirus** are similar to ordinary flu but may cause more serious complications for people with underlying health issues, include **Fever, Cough and Difficulty breathing.**

You should be particularly aware if you have travelled recently to any of the named countries on the Government website (please note these are changing daily) or have been in contact with anyone who shows symptoms of being unwell after they have returned from any of the named countries.

Please see our separate COVID-19 Policy.

### **What to do in a pandemic**

- ★ If staff become ill at work, they need to inform their Manager and go home.
- ★ If your child shows flu symptoms, please keep them at home.
- ★ If a child shows flu symptoms while at the nursery, it may be necessary to isolate the child and inform parents.
- ★ All staff need to ensure that the environment and equipment are cleaned regularly.
- ★ All staff will ensure that infection control is practiced consistently and rigorously throughout the nursery.
- ★ The Nursery Manager, on the advice of our Local Authority, will make the final decision on closure and re-opening of the nursery when necessary.
  - Wroxham Road: **Becky Potter**
  - Constitution Hill: **Beth Haywood**
  - White House Farm: **Alex Wells**

**This policy was adopted by Once upon a time nursery school**

**Date: 24 June 2009**

**Amended on: 17 September 2021**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Food and Drink Policy

### Statement of intent

This nursery regards snack and mealtimes as an important part of the nursery's day/session. Eating represents a social time for children and adults and helps children to learn about healthy eating. We have regard for the Governments 'Eat Better, Start Better' guidelines.

### Aim

At snack and mealtimes, we aim to provide nutritious food which meets the children's individual dietary needs. We aim to meet the full requirements of Ofsted's Standards on Food and Drink. Fresh water is available throughout the day.

### Methods

- ★ Before a child starts to attend the nursery, we find out from parents their children's dietary needs, including any allergies. Where there is a specific dietary need, a letter from a Doctor or Health Visitor will be requested.
- ★ We record information about each child's dietary needs in his/her registration record and parents sign the record to confirm that it is correct.
- ★ We regularly consult with parents to ensure that our records of their child's dietary needs, including any allergies, are up to date. Parents sign the updated record to confirm that it is correct.
- ★ We discreetly display information about individual children's dietary needs so that all staff and volunteers are fully informed about them.
- ★ We implement systems to ensure that children only receive food and drink which is consistent with their dietary needs. We work with parents to support children with any dislikes or phases linked to food.

"Children may need 15-20 exposures before they are willing to try new and rejected foods."

*Edwina Revel and Georgia Leech, Early Years Educator 2018*

- ★ Menus are planned to ensure that we supply a range of foods from each food group over the course of a week. We include the following elements in meals which are offered:
  - protein for growth, and
  - essential minerals and vitamins in raw foods, salads and fruits.
- ★ Cakes and biscuits are home-made and only given in a small portion as a desert after lunch or tea. Where we use jam, jelly or milky dessert mixes, low sugar options are purchased. We do not use salt in our cooking.
- ★ We provide food in small portions across a nursery day so that the children are regularly refuelling, rather than eating large adult sized meals. The 'Eat Better, Start Better' guidance states:

*'It is important that the food and drink provided for children is balanced across each day. The food and drink guidelines divide energy and nutritional requirements across meals and snacks provided during full day care in the following proportions:*

- *breakfast 20%*
- *mid-morning snack 10%*
- *lunch 30%*
- *mid-afternoon snack 10%*
- *tea 20%.*

*This leaves 10% for an additional drink or snack at home in evening.'*

- ★ We display the menus of meals/snacks on our notice boards.



- ★ We talk to children about the importance of drinking water. We have fresh drinking water constantly available for our children. We let the children know how to obtain water and that they can ask for it at any time during the session/day. A choice of milk or water is offered at snack time. A choice of water or diluted fruit juice is offered at mealtimes only.
- ★ We aim to include foods from the diet of each of the children's cultural backgrounds, providing children with familiar foods and introducing them to new ones.
- ★ Through discussion with parents and research reading by staff, we obtain information about the dietary rules of the religious groups to which children and their parents belong, and of vegetarians and vegans, and about food allergies. We take account of this information in the provision of food and drinks.
- ★ We require staff to show sensitivity in providing for children's diets and allergies. Staff 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.
- ★ We organise meal and snack times so that they are social occasions in which children and staff participate.
- ★ We use meal and snack times to help children to develop independence through making choices, serving food and drink and feeding themselves.
- ★ We provide children with utensils which are appropriate for their ages and stages of development, and which take account of the eating practices in their cultures.
- ★ For parents who provide food for their children, we inform them about the storage facilities available in the nursery.
- ★ We give parents who provide food for their children information about suitable containers for food.
- ★ We have rules about children sharing and swapping their food with one another to protect children with food allergies.
- ★ For children who drink milk, we provide whole and semi-skimmed milk.
- ★ For each child under two, we provide parents with daily written information about feeding routines, intake and preferences.
- ★ We offer advice on foods we prepare which may contain any of the 14 listed allergens as directed by the Foods Standards Agency.
- ★ We offer advice for parents who may choose provide food for their children. This advice is based on the Government's 'Eat Better, Start Better' guidance.
- ★ We have a risk assessment around food play. It covers allergies and choking, suitability of resources and the supervision required for this kind of activity

### **Healthy Smiles**

At Once upon a time nursery part of our promoting healthy eating with our families is to support tooth brushing and low sugar diets. Research shows too much sugar in children's diets, mixed with poor dental hygiene, will result in children's teeth needing dental treatment due to decay.

Our Cooks actively look for options with low or no sugar. Cakes and biscuits are only offered as a pudding following a main meal and part of a healthy balanced diet. These will be served as home-made bakes in very small portions.

We also understand that this is about a healthy balanced diet. So, treats are allowed, periodically, for special occasions.

Some of these occasions are:

### **Birthdays**

Some of our parents opt to bring in a Birthday cake on their child's birthday to share with their class. Our procedure would be, if the cake is home-made, to always ask for a list of ingredients, so that our teams can check its suitability for children with allergies. If it is a shop bought cake, then ingredients are usually displayed on the box. We would offer a piece of cake to children as part of a meal, either at lunch time or teatime replacing their usual pudding.

### **Last day at nursery**

Some parents also bring in small bags of sweets for birthdays or when a child is leaving nursery for school, if this is the case, we always send the packet of sweets home with the children so that parents can choose when it is a suitable time for their child to eat their sweets.

### **Trips and outings**

When we attend trips and outings where we provide food, healthy options are provided as picnics, however there may be times where we have a treat such as an ice cream.

### **Christmas Parties or special events**

At children's parties or special events such as street parties, we will choose to serve healthy options, but will also have some traditional party food available.

### **Fundraising and charity events**

From time to time we hold fundraising events where there may be a cake or sweet stall. These times are seen as family inclusion days and an important part of social interactions.

All the things listed above are about balance. We want to teach the children that regular healthy options are best for their bodies and their teeth, but we can have a treat for special occasions if we brush our teeth well and take good care of them.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And updated: 1 November 2022**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Responsibilities of Staff in an Emergency

### Statement of intent

It is our intention that all our staff should be aware of their roles and responsibilities in the event of an emergency

### Aim

We aim to ensure that all our staff are aware of our safety and security routines, and they carry them out correctly and vigilantly.

We do this by training our staff at their induction about the seriousness of the children's safety. The health and safety policy of this nursery forms part of our staff contract and, if this is not followed fully, can result in dismissal and prosecution.

To enable our staff to act promptly and efficiently if such an occasion ever occurs, this policy would be followed in full.

### Methods

#### Emergency

- ★ Regular fire drills are carried out every six weeks, and the date and time the drill took place is recorded. In the event of a fire, emergency exits are clearly marked in each room and all children would be taken to a safe assembly area. The assembly areas are shown on our evacuation plans on display in each of the nursery rooms. Different fire exits can be used to ensure that alternative escape routes are familiar to all staff and children. If we are not able to re-enter the building, all children and adults will be taken to a safe site.

- Wroxham Road: **Sparhawk First School (Sparhawk Avenue)**
- Constitution Hill: **Sewell College (Constitution Hill)**
- White House Farm: **White House Farm Primary School**

Parents would be notified.

- ★ In the event of a fire or other emergency which necessitates the evacuation of the building, the Room Manager who is responsible for the taking of the session's register will collect it and complete the roll call for their room and report it to the Nursery Manager. The Nursery Manager will be responsible for any other staff e.g. Cook, plus any extra visitors or non-nursery children. A nominated member of staff will 'sweep' the building to make sure that all the rooms are empty.
- ★ In the event of any other emergency or accident, an ambulance will always be contacted using the nursery telephone. The parent will be contacted straight after the initial telephone call. An adult will go with the child to hospital. Our numbers of staff will still cover the adult to child ratios.
- ★ In the event of an emergency which would require the children to evacuate any outside play area, a member of staff would call "3,2,1, where are you?" Children are taught to run back to their carers at the sound of this chant. Children will then be taken to a safe place inside the building and the register taken to ensure they are all present.

#### Lockdown procedure

In the case of a terrorism alert, the nursery has a procedure to move the children to the safest part of the building. This procedure is discussed at staff meetings.

#### Missing child

In the unlikely event of a child going missing from the nursery:

- ★ The person in charge will carry out a thorough search of the building and gardens.

- ★ The register is checked to make sure no other child has also gone astray.
- ★ Doors and gates are checked to see if there has been a breach of security whereby a child could wander out.
- ★ The person in charge talks to staff to establish what happened.
- ★ If the child is not found, the parent is contacted, and the missing child is reported to the Police.

If a child goes missing from an outing where parents are not attending and responsible for their own child, the nursery ensures there is a procedure that is followed:

1. As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One member of staff will search the immediate vicinity only.
2. The person in charge is informed, if she/he is not on the outing she/he makes her/his way to the venue to aid the search and be the point of contact for the police as well as support staff.
3. Staff take the remaining children back to the nursery.
4. The person in charge of the nursery contacts the child's parent who makes their way to the nursery or outing venue as agreed with the person in charge.
5. The staff contact the police using the mobile phone and report the child as missing.
6. In an indoor venue, the staff contact the venue's security who will handle the search and contact the police if the child is not found.
7. The person in charge contacts the Nursery Manager who comes to the nursery as soon as possible.

### **The investigation**

- ★ The Nursery Manager carries out a full investigation, taking written statements from all the staff present at the time, or who were at nursery or on the outing.
- ★ The staff member writes an incident report detailing:
  - the date and time of the report,
  - what staff/children were present,
  - when the child was last seen at nursery or on the outing,
  - what has taken place in the nursery/outing since then, and
  - the time it is estimated that the child went missing.
- ★ A conclusion is drawn as to how the breach of security happened.
- ★ If the incident warrants a police investigation all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Social Services may be involved if it seems likely that there is a child protection issue to address.

- ★ The incident is reported under RIDDOR arrangements and is recorded in the incident book; the local authority health and safety officer may want to investigate and will decide if there is a case for prosecution.
- ★ Any serious incident would be reported to Ofsted via their website within 14 days. [www.report-childcare-incident.service.gov.uk/](http://www.report-childcare-incident.service.gov.uk/)
- ★ The nursery's insurance company is informed.

*There is additional information on outings and trips in our Health and Safety Policy.*

### **Uncollected children**

- ★ If any child is left unattended for 15 minutes after the nursery has finished, the Manager/Deputy Nursery Manager will contact the parent on given contact numbers.
- ★ If no-one is available, they will call the additional emergency contact numbers.
- ★ **After 20 minutes the child will become the responsibility of Children's Services. Children's Advice and Duty service (CADS) Tel:03448 008020 will be contacted and the incident will be report to Ofsted. [www.report-childcare-incident.service.gov.uk/](http://www.report-childcare-incident.service.gov.uk/)**  
**In some cases, where we are still unable to make any contact, we will also contact the police on 111.**
- ★ At all times two members of staff, including one of the Managers, will remain with the child on the premises until Children's Services collect the child.
- ★ A full written report of the incident will be recorded.
- ★ Depending on the circumstances, the nursery reserves the right to charge parents for the additional hours worked by the staff (See our separate Charging Policy).

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And last updated on: 1 November 2022**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **The Non-collection of a Child Policy**

### **Statement of intent**

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

### **Aim**

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Methods**

1. Parents of children starting at the nursery are asked to provide specific information, which is recorded on our Registration Form, including:
  - home address and telephone number – if parents do not have a telephone, an alternative number must be given, perhaps that of a neighbour,
  - place of work, address and telephone number (if applicable),
  - mobile telephone number (if applicable),
  - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent,
  - information about any person who does not have legal access to the child, and
  - A collection password.
2. On occasions when parents are aware they will not be at home or in their usual place of work, they record how they can be contacted in our communications diary.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our communications diary. We agree with parents how the identification of the person who is to collect their child will be verified.
4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that if their child is not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises, we apply the following process:

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

  - the communications diary is checked for any information about changes to the normal collection routines,
  - if no information is available, parents are contacted at home or at work,
  - if this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery - and whose telephone numbers are recorded on the Emergency Contact Form - are contacted,
  - all reasonable attempts are made to contact the parents, for example a neighbour is contacted or, if possible, another member of staff visits the child's home,
  - the child stays at nursery in the care of two fully vetted staff until the child is safely collected,
  - the child does not leave the premises with anyone other than those named on the Registration Form and in the communications diary,

- ★ **if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Responsibilities of Staff in an Emergency. This means we contact the Children's Advice and Duty Service (CADS) Tel: 03448 008 020 and report to Ofsted: [www.report-childcare-incident.service.gov.uk/](http://www.report-childcare-incident.service.gov.uk/)**
  - a full written report of the incident is recorded, and
  - depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**And last updated on: 1 November 2022**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Staffing and Employment Policy

### Statement of intent

It is our intention to be good employers who value, nurture and support our staff in all areas of employment.

### Aims

We aim to pay our staff a fair wage. In return we aim to provide excellent working conditions, good opportunities for training and inform staff of their employment rights and obligations.

### Methods

The nursery is run by one Manager, one Deputy Manager, Room Managers and several Nursery Practitioners in line with the Early Years Foundation Stage. The kitchen and all other food preparation will be overseen by the Cook. Each employee has their own job description and will receive and sign a 'Statement of Particulars' of their employment.

- ★ To meet our aims, we use the following ratios of adult-to-child:
  - children under two years of age: 1 adult : 3 children
  - children aged two years of age: 1 adult : 4 children
  - children aged three - five years of age: 1 adult : 8 children
- ★ A minimum of two staff/adults are on duty at any one time.
- ★ We use a Key person system to ensure that each child and each family has a particular member of staff for discussion and consultation.
- ★ We hold regular planning meetings to undertake curriculum planning and to discuss each child's progress, their achievements and any issues which may arise from time to time.
- ★ We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.
- ★ We welcome job applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by us imposing conditions or requirements which are not justifiable.
- ★ Our staff hold various childcare qualifications, ranging from a Level 3 to a Level 7 Early Years Teacher Status.
- ★ We also employ Apprentices who will be working towards a Level 3 qualification.
- ★ We provide regular in-service training to all staff, including students.
- ★ We provide staff some induction training in the first week of employment. This will cover our Health and Safety Policy and Procedures and Child Protection Policy and Procedures, including the Prevent Duty. Other policies and procedures will be introduced within an induction plan.
- ★ Staff have access to online continued professional development through the 'Noodle Now' training provider. They provide numerous courses for our staff to maintain their knowledge and understanding of childcare.
- ★ We support the work of our employees by holding regular staff meetings, supervision meetings and performance reviews.
- ★ We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.
- ★ We use Ofsted guidance on obtaining references and criminal record checks through the Disclosure and Barring Service (DBS) for all staff and volunteers who will have substantial access to children.
- ★ Applicants will need two references, (one from their last employer and one character reference) and a clear Disclosure and Barring Service (DBS) check before employment commences.
- ★ We have a procedure for staff absence management.



- ★ We have a separate Whistleblowing Policy for our staff to follow.
- ★ Our 'Staff Handbook' and these 'Policies and Procedures' form part of our contract of employment for staff and they cover all aspects of the expectations we require of them.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Whistleblowing Policy

### Statement of Intent

**Once upon a time** is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect employees, and others that we deal with, who have serious concerns about any aspect of nursery to come forward and voice those concerns. If a whistleblowing disclosure is related to child protection, our Child Protection Policy will be followed, and the Local Designated Officer will be contacted immediately.

### Aim

We aim to:

- ★ encourage you to feel confident in raising concerns and to question and act upon concerns about practice,
- ★ provide avenues for you to raise concerns in confidence and receive feedback on any action taken,
- ★ ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied, and
- ★ reassure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

### We do this by:

- ★ Ensuring that understanding Whistleblowing forms part of our staff induction training.
- ★ Ensuring confidentiality, all concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.
- ★ Ensuring all staff are aware of who their line manager is.
- ★ Providing Supervision meetings with line managers three times per year.
- ★ Providing opportunities at meetings to express opinions.
- ★ Providing information on the types of conduct which should be reported, such as:
  - ★ Conduct which is an offence or a breach of the law.
  - ★ Failure to comply with legal obligations.
  - ★ Health and Safety risks, including risks to the public as well as other employees.
  - ★ The unauthorised use of nursery funds or equipment.
  - ★ Sexual, physical or other abuse of staff or children.
  - ★ Actions by staff which are unprofessional, inappropriate or conflict with the general understanding of what is right or wrong.

### Methods

- ★ As a first step, you should normally raise concerns with your immediate line manager. This may depend however on the seriousness and sensitivity of the issues involved and who is suspected of the malpractice.
- ★ Staff must disclose information in good faith.
- ★ Staff must believe the information to be substantially true.
- ★ Staff must not act maliciously or make false allegations.
- ★ Staff must not seek any personal gain.
- ★ If you are unhappy with how your line manager has handled your concern, or if the concern is connected to your line manager, you should go to the Deputy Nursery Manager.
- ★ If you are still not satisfied with the outcome of your disclosure, then the Nursery Manager should be consulted.

If you are still not satisfied with the outcome and the whistleblowing is in connection with a child, you can contact the Local Authority Designated Officer (LADO) by filling in a referral form at: <https://www.norfolkscb.org/people-working-with-children/how-to-raise-a-concern/local-authority-designated-officer-lado/> then click on LADO Referral/Consultation Form October 2022

★ As a final resort, you should contact Ofsted on telephone **0300 123 1231**.

**Once upon a time** also has a Complaints procedure and a Staff Grievance procedure.

**This policy was adopted by Once upon a time nursery school**

**Date: 1 September 2012**

**And last updated on: 1 November 2022**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Social Media Policy

### Statement of intent

**Once upon a time** realises that social media and networking websites have become a regular part of everyday life and that many people enjoy membership of such sites. However, we are also aware that these sites can become a negative forum for complaining or gossiping, and care must be taken not to breach our confidentiality policy or offend anyone using this nursery.

### Aim

This policy has been designed to give staff and parents clear guidelines as to what **Once upon a time** expects of them when accessing or using these sites. The absence of, or lack of, explicit reference to a specific website or service does not limit the extent of the application of this policy. Where no policy or guideline exists, employees should use their professional judgement and take the most prudent action possible. Consult with your line manager if you are uncertain. We ask parents to refrain from asking staff to become friends on social media, and to respect our Social Media Policy.

### Methods

#### Staff

If you have your own personal profile on a social media website, you should make sure that no one, other than accepted friends, cannot access any content, media or information from that profile that you are:

- not happy for them to have access to, and
- which would undermine your position as a professional, trusted and responsible person.

As a basic rule, if you are not happy for others you work with to see particular comments, media or information simply do not post it on an online forum. When using social media sites, staff members should consider the following:

- ★ Always changing the privacy settings on your profile so that only people you have accepted as friends can see your content.
- ★ Reviewing who is on your friends list on your personal profile.
- ★ In most situations you should not accept friend requests on your personal profile from parents of the nursery. Rules linked to these procedures are listed in the staff handbook and in our Online Safety Policy.
- ★ In most situations you should not request or accept friend requests from parents of children who have left the nursery. Rules linked to these procedures are listed in the staff handbook.
- ★ Ensuring personal blogs have clear disclaimers that the views expressed by the author are theirs alone and do not represent the views of **Once upon a time**. Make your writing clear that you are speaking for yourself and not on behalf of **Once upon a time nursery school**.
- ★ Ensuring information published on the internet complies with **Once upon a time's** Safeguarding, Online Safety, Confidentiality and Data Protection Policies.
- ★ Ensuring you are always respectful towards:
  - **Once upon a time nursery school**
  - Other staff members
  - Parents and their families, and
  - Other agencies, suppliers and partners.
- ★ Staff should be aware that any disrespectful comments to the above might be seen as libellous or defamatory and could result in disciplinary action or termination of your contract.
- ★ **Once upon a time** logos and trademarks may not be used without written consent.

- ★ At all times, in or out of working hours, you are an ambassador for **Once upon a time nursery school**. Be aware that your actions captured via images, posts or comments online can reflect on the nursery.

**All staff must adhere to the above guidelines. Breach of this may result in disciplinary action or termination of contract.**

## **Parents**

- ★ Parents are requested to refrain from asking staff to become friends on social media, while their child attends and after their child has left **Once upon a time**, as this may result in staff being placed in an awkward position.
- ★ At any special nursery events such as concerts, day trips or family fun day's parents should always ask permission from parents whose children may be in a particular photo shot before posting on social media websites.
- ★ As stated in our Tapestry Policy, parents/carers must not download/upload photos from Tapestry onto any social networking site. Please see our Tapestry Policy for further information.
- ★ If you have any concerns or issues of any aspect of the nursery day, it should initially be brought to the attention of the Nursery Manager before posting derogatory comments on social media.
- ★ Parents should be aware that any disrespectful comments about the nursery might be seen as libellous or defamatory and could result in legal action.
- ★ If a parent wishes to set up a 'Once upon a time' parent social media group, you are welcome to do so but it cannot be public page, you must not use the nursery company logo and you must make it clear to other parents that the nursery does not manage this group.

**Once upon a time** operates accounts on social media websites for the promotion of activities and events, and as a communication method. The following outlines the limits of their use:

- ★ An official page on any social media website may only be set up with written consent from the Nursery Manager.
- ★ Only authorised staff may use these accounts to post online and access to the accounts will be strictly limited.
- ★ All information published on the internet must comply with **Once upon a time nursery school's** Safeguarding, Online Safety, Confidentiality and Data Protection Policies.
- ★ Parents and children should not be referenced online without their express consent. This includes all photos, videos and other media.
- ★ Any employee who becomes aware of social networking activity that would be deemed distasteful or disrespectful should make their line manager aware as soon as possible.

We also have policies, linked to the use of social media, under the following headings.

- ★ Safeguarding Policy
- ★ Online safety Policy
- ★ Confidentiality Policy
- ★ Data protection Policy

**This policy was adopted by Once upon a time nursery school**

**Date: 1 September 2012**

**Amended on: 11 March 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Confidentiality Policy**

### **Statement of intent**

It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality nursery care and education.

### **Aim**

We aim to ensure that all parents and carers can share their information in the confidence that it will only be used to enhance the welfare of their children.

### **Methods**

To ensure that all those using and working in the nursery can do so with confidence, we respect confidentiality in the following ways.

- ★ Parents have ready access to the files and records of their own children but do not have access to information about any other child.
- ★ Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs.
- ★ Staff induction includes an awareness of the importance of confidentiality in the role of the Key person.
- ★ 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.
- ★ Personal information about children, families and staff is kept securely in a lockable file whilst remaining as accessible as possible.
- ★ Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.
- ★ Students on work experience or other recognised qualifications and training, are advised of our Confidentiality Policy and required to respect it when they are observing in the nursery.
- ★ If an estranged parent calls the nursery for information about their child, the Nursery Manager will consult with the registering parent and arrange a time, date and place for a meeting before any information is passed on. Parental responsibility will be checked on the child's file. If the registering parent does not want to attend any arranged meeting, then it will be the Nursery Manager's responsibility to check the estranged parent's identification on arrival.

All the undertakings above are subject to the paramount commitment of the nursery, which is to the safety and well-being of the child. Please see also our policies on 'Child Protection', 'Social Media' and 'Tapestry and Learning Journal'.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 6 January 2020**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Complaints Procedure**

### **Statement of intent**

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

### **Aim**

We aim to bring all concerns about the running of our nursery to a satisfactory conclusion for all the parties involved.

### **Complaints relating to our delivery of the statutory framework of Early Years Foundation Stage**

We will investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the national standards. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

### **Methods**

To achieve this, we operate the following complaints procedure:

#### **How to complain**

##### **Stage 1**

Any parent who is uneasy about an aspect of the nursery's provision talks over, first of all, his/her worries and anxieties with the Room Manager.

##### **Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Room Manager and the Nursery Manager.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

##### **Stage 3**

The parent requests a meeting with the Room Manager and the Nursery Manager. If required, both the parent and the Room Manager may have a friend or partner present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it. This signed record confirms that the procedure has concluded.

##### **Stage 4**

If at the Stage 3 meeting the parent and nursery representative cannot reach agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussion confidential. she/he can hold separate meetings with the nursery personnel (Room Manager and Nursery Manager) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

## **Stage 5**

When the mediator has concluded her/his investigations, a final meeting between the parent, the Room Manager and the Nursery Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children's Board.**

Parents may approach Ofsted directly at any stage of this procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the **statutory framework for the Early Years Foundation Stage** is adhered to.

### **The address and telephone number of our Ofsted regional centre are:**

The National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

These details are also displayed on nursery notice boards.

If a child appears to be at risk, our nursery follows the procedures of the Local Safeguarding Children's Board in our Local authority. The Leaflet entitled 'What to do if you think a child is being abused' can also be found on our notice boards.

In these cases, both the parent and nursery are informed, and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

## **Records**

We will investigate all complaints made in writing or in electronic form from parents where these relate to statutory framework for the Early Years Foundation Stage. We will provide the parent(s) who made the complaint with an account of the findings and with any action taken as a result within 28 days.

A record of complaints against our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

### **Complaints relating to the General Data Protection Act (GDPA) 2018**

We have a separate policy outlining our responsibilities to keep our families and staff data safe.

If you have any reason to question our handling of your data, then a formal meeting should be arranged with our Data Protection Officer, **John Banbury**.

A record of complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.



If after meeting with our Data Protection Officer you are still unsatisfied, and you wish to take the matter further, then you should contact the Information Commissioners Office (ICO). Their website address is: <https://ico.org.uk/global/contact-us/>

### **Complaints relating to the claiming of Government nursery funding**

We have a separate Charging Policy relating to how we claim and invoice parents to include any Government nursery funding they may be entitled to. Our policy has to be vetted and passed by Norfolk County Council annually and forms part of our 'Local Agreement' with them to be able to claim the funding on behalf of our parents.

Where parents/carers are not satisfied that their child is receiving government funding in the correct way, a complaint can be submitted directly to our Finance Director, **John Banbury**, or our Operations Manager, **Anna Terrington**.

A record of the complaint is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for a period of ten years from the date on which the record was made.

If after meeting with our Finance Director or Operations Manager, you are still unsatisfied then you should contact Norfolk County Council's Early Years funding team. Their email address is: [earlyyearsfinance@norfolk.gov.uk](mailto:earlyyearsfinance@norfolk.gov.uk)

### **Action on all complaints**

Where we have a legal duty to improve our systems, we will take immediate steps to do so. Information about any other complaints will be taken to our Governance meetings, which are held three times per year, to see if any improvements to our systems or processes can be made. Records will be kept for a period of ten years from the date on which the record was made.

This Policy is issued to all families as part of the registration process. It is also available on our website.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Updated on: 12 February 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Outdoor Play Policy

### Statement of intent

This nursery recognises the benefits from viewing the outdoor and indoor area as one learning environment. Outdoor play should be available at each session throughout the year.

### Aim

We aim to:

- ★ Provide a secure and stimulating outdoor environment in which all our children can flourish and in which all contributions are valued.
- ★ Provide children with some risky play.
- ★ Involve parents by asking them to provide suitable clothing, hats and footwear for relevant weather conditions.
- ★ Offer a curriculum to the children which encourages them to develop positive attitudes to outside play which mirrors and complements the indoor provision.

### Methods

To achieve our aim, we:

- ★ make staff fully aware of our garden risk assessment and their role and responsibilities in carrying it out,
- ★ involve all our staff in planning the outdoor curriculum,
- ★ allow children to 'self-regulate' their own body temperature in hot or cold weather. Where this is not appropriate staff will encourage children to take sensible precautions, i.e. find some shade or go inside to warm up,
- ★ provide the children with the same types of activities outside that they can access indoors, including,
  - Writing materials
  - Sand
  - Water
  - Books
  - Painting
  - Construction
  - Musical instruments
  - IT equipment.
  - Loose parts. i.e. stones, pipes, shells, boxes etc.
- ★ ensure that we have some outdoor storage which can be accessed by the children so they can make decisions and choices about their outdoor play.

### Risky play

Involvement in risky play gives children the opportunity to access risks and manage situations. Very young children are taking daily risks, which in turn leads to new learning experiences, such as walking, running, climbing and riding wheeled toys. Each of these activities involves some risks but are necessary for their development. Risky play is no different. Success and failure provide the motivation to try again and work out different ways of doing things. Children may experience feelings such as fun, enjoyment, excitement, thrill, pride and achievement while engaging in risky play. More likely, but not uniquely, risky play may be encountered by a child in an outdoor learning space.

### Methods

- Having clear systems for identifying hazards and risks through the risk assessment procedure and by using the risk-benefits system.

- Having confident and well-trained staff who use the risk-benefits information and their own common sense to perform 'dynamic assessment' throughout the day, modifying activities, removing identified high hazards and being on hand to offer support when needed and a round of applause when a child achieves their goal, thereby promoting both physical and emotional well-being.

**We have a separate 'Sun Safe Policy' for outside play (see next page)**

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 May 2023**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Sun Safe Policy

### Statement of intent

Whilst we recognise that some sun is good for us, over-exposure to Ultraviolet (UV) radiation is an important safeguarding issue in pre-school settings. At our nursery, we want all children and staff to enjoy the sun safely while joining in with outdoor play.

### Aims

We aim to:

- ★ Work in partnership with parents/carers, our staff and the wider community to promote awareness around sun safety and promote healthy practices.
- ★ Teach about sun safety to promote positive behaviours and increase knowledge.
- ★ Provide an environment where children and staff can stay safe in the sun.

### Methods

Staff

- ★ Staff should act as positive role models and set a good example by seeking out the shade whenever possible and wearing suitable clothing, a hat and sunscreen.
- ★ Encourage children to use shaded areas during outdoor play.
- ★ Ensure there is access to drinking water during hot weather and encourage children to drink plenty of water.
- ★ Provide activities in the shade and create shelters with temporary 'den' canopies during hot and sunny conditions.
- ★ Provide information and guidance through Tapestry updates and activities.
- ★ Teach children the 'slip, slap, slop' song and provide visual displays which will help them remember the basic sun safe message.

Parents

- ★ To enable the children to play safely in the sun we require parents to provide their child with a named bottle of high factor sunscreen and written consent for it to be re-applied by our staff.
- ★ Parents should always apply sunscreen to their child **before** they attend nursery. Staff will re-apply at appropriate intervals during the day, encouraging older children to do as much of this as they can.
- ★ Hats should be provided, and staff will remind children to wear them when outside. The most appropriate type of headwear suitable for young children is a 'Legionnaires' design or a wide-brimmed bucket style hat – baseball caps are not recommended. **Once upon a time** will keep a supply of emergency hats for days when parents forget to bring in their child's hat.
- ★ Parents should be aware it might be necessary for some fair skinned children to wear long sleeve cotton clothing as well as sunscreen on very sunny days.
- ★ Parents of children with Asian and black skin colouring should be aware that these skin types can be very tolerant to sunshine. However, it is important to remember that burning can still occur, we therefore advocate that all children wear sunscreen.

**This policy was adopted by Once upon a time nursery school**

**Date: 10 May 2023**

**Amended on:**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Equipment and Resources Policy**

### **Statement of intent**

We believe that high-quality care and education is promoted by providing children with safe, clean, attractive, age and stage-appropriate resources, toys and equipment.

### **Aim**

We aim to provide children with resources and equipment which help to consolidate and extend their knowledge, skills, interests and aptitudes.

### **Methods**

To achieve this aim we:

- ★ provide play equipment and resources which are safe and - where applicable - conform to the BSEN safety standards or Toys (Safety) Regulation (1995),
- ★ provide some real objects such as tools, china tea sets, pipes etc. and some natural objects such as shells, stones and sticks etc. All such resources are risk assessed and supervised by adults. Provide information to parents and train staff about the risk benefits for these kinds of resources.
- ★ provide a sufficient quantity of equipment and resources for the number of children,
- ★ provide resources which promote all areas of children's learning and development, which may be child or adult-led,
- ★ select books, equipment and resources which promote positive images of people of all races, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping,
- ★ provide play equipment and resources which promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children,
- ★ provide man-made, natural and recycled materials which are clean, in good condition and safe for the children to use,
- ★ provide furniture which is suitable for children and furniture which is suitable for adults,
- ★ store and display resources and equipment where children can independently choose and select them,
- ★ check all resources and equipment regularly as they are set out at the beginning of each session and put away at the end of each session. We repair and clean, or replace any unsafe, worn out, dirty or damaged equipment,
- ★ keep an inventory of resources and equipment. use the inventory to:
  - review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development, and
  - record the dates and results of checking the resources and equipment,
- ★ provide adequate insurance cover for the nursery's resources and equipment,
- ★ use the local library to introduce new books and a variety of resources to support children's interests, and
- ★ plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources and new exciting challenges is offered.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 10 April 2019**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Student Placement Policy**

### **Statement of intent**

This nursery recognises that qualifications and training make an important contribution to the quality of the care and education we provide. As part of our commitment to quality, we may from time to time offer placements to students undertaking early years qualifications and training.

### **Aim**

We aim to provide for students on placement with us experiences that contribute to the successful completion of their studies and that provide examples of quality practice in early years care and education.

### **Methods**

- ★ We require students to meet the 'suitable person' requirements of Ofsted.
- ★ We require schools placing students under the age of 17 years with the nursery to vouch for their good character.
- ★ We supervise students under the age of 17 years at all times, and do not allow them to have unsupervised access to children.
- ★ Students who are placed in our nursery on a short-term basis are not counted in our staffing ratios.
- ★ Trainee staff employed by the setting may be included in the ratios if they are deemed competent.
- ★ We have Employers' Liability Insurance and Public Liability Insurance, which covers both trainees and voluntary helpers.
- ★ We require students to keep to our Confidentiality and Data Protection Policies.
- ★ We co-operate with students' tutors in order to help students fulfil the requirements of their course of study.
- ★ We provide students, at the first session of their placement, with a short induction on how our nursery is managed, how our days are organised and our policies and procedures.
- ★ We communicate a positive message to students about the value of qualifications and training.
- ★ We make the needs of the children paramount by not admitting students in numbers that hinder the essential work of the nursery.
- ★ We ensure that trainees and students placed with us are engaged in bona fide early years training, which provides the necessary background understanding of children's development and activities.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Secure Storage, Handling, Use, Retention and Disposal of Disclosures and Disclosure Information

### Statement of intent

As an organisation we recognise the importance of using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of care and trust.

### Aim

We aim to comply with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information.

We do this by complying fully with our obligations under the Data Protection Act 1998 and The General Data Protection Regulation 2018, (GDPR), relating to the safe handling, use, storage, retention and disposal of disclosure information.

### Methods

#### Storage and access

- ★ Basic disclosure information will be kept securely on a computer, with access strictly controlled and limited to those who are entitled to see it as part of their duties. This information will consist of:

Staff member's name

Job title

Online application reference number

DBS certificate number

Date certificate viewed

Person who viewed certificate

Registering setting, and

Registration date.

- ★ Where internet DBS's are obtained, they will only be held on the Director of Care and Education's computer, which is password protected and has the correct security systems in place.
- ★ The DBS update service will be used for staff who have registered. The Director of HR and Training will use the staff members update ID to log in and check for any new data.

### Handling

- ★ In accordance with Section 124 of the Police Act 1997, disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom disclosure or disclosure information has been revealed and it is a **criminal offence** to pass this information to anyone who is not entitled to receive it.

### Usage

- ★ Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

## **Retention**

- ★ Once a recruitment (or other relevant) decision has been made, we do not keep disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep disclosure information for longer than six months, we will consult the DBS about this and give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

## **Disposal**

- ★ Once the retention period has elapsed, we will ensure that any disclosure information is immediately destroyed by secure means, e.g. by shredding, pulping or burning. Internet disclosures will be deleted from computer files. While awaiting destruction, disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the disclosure or any copy or representation of the contents of a disclosure.

However, notwithstanding the above, we may keep a record of the date of issue of a disclosure, the name of the subject, the type of disclosure requested, the position for which the disclosure was requested, the unique reference number of the disclosure and the details of the recruitment decision taken.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Amended on: 6 January 2020**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**



## Recruitment of Ex-Offenders Policy

### Statement of intent

At **Once upon a time** we are committed to the fair treatment of everyone involved at our nursery schools, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

However, we are aware that some people are not allowed to work with children because they are disqualified to do so. It is an offence for us to employ anyone who we know is disqualified. We follow the statutory framework for the Early Years Foundation Stage.

### Aim

We aim to not discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed.

We do this by using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust.

### Methods

- ★ This policy is made available to all disclosure applicants at the outset of the recruitment process.
- ★ We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- ★ Where a disclosure forms part of the application process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the recruitment process. We request that this information is sent under separate, confidential cover to a designated person within the nursery, and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.
- ★ Unless the nature of the position allows the nursery to ask questions about your entire criminal record, we only ask about unspent convictions as defined in the Rehabilitation of Offenders Act 1974.
- ★ We ensure that all those at **Once upon a time** who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act.
- ★ At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- ★ We make every subject of a DBS disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
- ★ We undertake to discuss any matter revealed in a disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- ★ Having a criminal record will not necessarily prohibit you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Good Neighbour Policy**

### **Statement of intent**

This nursery regards the importance of being good neighbours and our responsibility to the local community to be of high value.

### **Aim**

Our aim is to encourage our staff, parents and children to be community spirited and to show awareness of other peoples need for privacy and quality of life within their own residences.

### **Methods**

- ★ All parents will be made aware when their child joins this nursery the need for responsible behaviour whilst on our premises. This will include:
  - Car parking – no unnecessary noise such as loud car music/radios etc. or horn blowing.
  - Parents should use designated car parking spaces within the nursery property and to be courteous to other users.
  - No litter should be dropped on or around the nursery property, or near neighbouring properties.
  
- ★ All staff will be made aware at their induction training that respect for our neighbour's privacy is of extreme importance. This will include:
  - Staff to ensure that children are engrossed in purposeful play while outside.
  - In accordance with the Early Years Foundation Stage, produced by The Department for Education and Employment, staff will incorporate into curriculum plans, activities that will help children reach the Early Learning Goal for 'Sense of Community'.

**This policy was adopted by Once upon a time nursery school**

**Date: 24 September 2007**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## **Technology Policy**

### **Statement of intent**

We recognise that technology covers a wide range of things children will come into contact with. In terms of their development, the appropriate use of technology can help young children grow and learn, especially when families and childcare practitioners play an active role. Early learners can use technology to explore new worlds, make believe and actively engage in fun and challenging activities. It helps to enhance all areas of their development including independence in Communication, Language and Literacy.

We have regard for the 'Online Safety Act (October 2023)', which outlines the need to make the use of internet services for children safer. We have a separate Online Safety Policy.

### **The use of technology and our safeguarding duty of care**

- ★ All staff complete annual 'Online Safety' training.
- ★ We acknowledge the annual 'Safer Internet Day' and send information to parents to support this.
- ★ Staff are not permitted to use nursery devices for their own personal use.
- ★ All equipment to be used safely and responsibly with equality of access to all children.
- ★ Our staff will ensure that all screen viewing by children at nursery is of an appropriately age-related content.

### **Aims**

- ★ Develop ICT skills, knowledge and understanding within the nursery environment and wider community.
- ★ Using ICT to enrich and extend understanding of different topics and themes.
- ★ That all children, regardless of race, culture, gender or ability have access to ICT resources.
- ★ To support children with special educational needs through personalised resources and accessibility to support ICT learning.
- ★ To use ICT equipment in a safe, secure and controlled environment.
- ★ To use equipment which is appropriate to age and ability.
- ★ To use technology as a tool for learning, not as a replacement for adult interaction.

### **Equipment we have at nursery**

- ★ Smart TV
- ★ Smart speaker
- ★ Tablets
- ★ Stand-alone computer
- ★ Cameras – on tablets and children's Vtech
- ★ Toys.

### **Methods**

#### **Smart speakers**

- ★ Use only for appropriate educational opportunity, e.g. storytelling, children's songs to support group times, ethnical music, games, exercise, research facts to support learning etc.
- ★ Do not use for popular adult radio stations as content may not be appropriate.
- ★ No login to staff personal accounts.
- ★ Adults to supervise when it is used, including operation of the equipment.

## Tablets

- ★ Staff are not permitted to login to personal accounts.
- ★ Users must not load or download software on any device without permission. Password protected admin settings will be added to prevent this.
- ★ Devices to be password protected and all staff to have their own password to access Tapestry. As per our Tapestry policy, no staff are allowed to log into their account at home unless they have specific permission from management.
- ★ Tablets are only to be used to access the Tapestry app, take photos and videos or set reminders.
- ★ Children may look at their Tapestry journal and photos with staff but may not use tablets independently.

## Stand-alone computers

- ★ Staff are not permitted to login to personal accounts.
- ★ Adult support must be available at all times.
- ★ To be used with appropriate educational software or to support child's learning, e.g. adult monitoring research of a topic with a child.
- ★ Children will not be allowed to use the internet without a member of staff present.
- ★ If the Internet is to be used for a learning opportunity, staff to view the site before children can view or engage with the learning.
- ★ Staff are not to 'roam the internet' when children are present.
- ★ Physical safety of users has been considered, e.g. posture of children/staff when using devices.
- ★ Users must not load or download software on any device without permission. Password protected admin settings will be added to prevent this.

## Smart TVs

The use of the television is very limited within our settings.

### We do not have a TV Licence.

- ★ Staff are not permitted to login to personal accounts.
- ★ To enhance learning related to themes/topics within the nursery.
- ★ Limited to a short time, appropriate to the child's age.
- ★ To check for suitability, all 'You Tube' videos will be vetted by staff before the children watch them.
- ★ Watching any programmes on the internet will always be supervised by a member of staff.
- ★ All programmes are suitably age related.
- ★ The DVD player will **only** be used on occasions as a 'down time' either after an event or after teatime.
- ★ DVDs are usually related to a story book or favourite character and should not last longer than 20 minutes.

## Toys

- ★ Batteries should never be handled by children unless under the direct supervision of an adult.
- ★ **All** battery covers must be screwed in place to prevent children accessing. These compartments will be checked regularly by room staff.
- ★ Batteries must be changed regularly, to prevent leakage, and stored out of children's reach.
- ★ Any toys with button batteries must have these changed in the staffroom and not in the children's areas. This is to prevent any small batteries being dropped and lost to the practitioner, only to be picked up later by a child.

- ★ Any donated toys which require batteries must be thoroughly checked to ensure they are in full working order and the battery compartment is secure.

### **Cameras**

- ★ Children have access to child-friendly cameras such as Vtech models. These must be supervised by our staff at all times.
- ★ Children are not allowed to bring in any devices from home which can record or take photographs.
- ★ Staff are not allowed to wear or bring any devices into nursery which can record or take photos, such as Smart watches.

**This policy was adopted by Once upon a time nursery school**

**Date: 2 June 2021**

**Amended on: 11 March 2024**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**

## Online Safety Policy

### Statement of intent

We recognise that the online world provides many positive opportunities, however it can present risks and challenges to children. We have a duty of care to ensure all children in our setting are safeguarded and protected from harm online. Although much of the newly published Online Safety Act (2023) is aimed at older children, we must never forget we are the gatekeepers of our young children's online presence. It is never too early to teach children about internet safety and for us, as their protectors, to ensure they grow up understanding how to keep safe while using this amazing tool.

Online abuse is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices. Our online safety policy is consistent with our wider safeguarding policy.

Our internet service provider is **BT**. This service is monitored by our IT services company **Beacon IT**.

### Our Online Safety Leads are:

- |  |                     |
|--|---------------------|
| ★ Wroxham Road: <b>Becky Potter</b>      | <b>01603 787353</b> |
| ★ Constitution Hill: <b>Beth Haywood</b> | <b>01603 427112</b> |
| ★ White House Farm: <b>Alex Wells</b>    | <b>01603 415821</b> |

In their absence, the following member(s) of staff will deputise:

- |   |                     |
|---|---------------------|
| ★ Wroxham Road: <b>Katie Richardson or Maddie Girling</b>   | <b>01603 787353</b> |
| ★ Constitution Hill: <b>Jodie Harvey or Georgia Bellamy</b> | <b>01603 427112</b> |
| ★ White House Farm: <b>Daisy Drewery or Anna Terrington</b> | <b>01603 415821</b> |

They can be contacted during nursery hours Monday - Friday (8am - 6pm).

### The role of the Online Safety Lead

- ★ Ensures all staff/students have current awareness of the online safety policy and incident reporting procedures.
- ★ Takes day to day responsibility for online safety issues and has a leading role in establishing and reviewing the online safety policies/procedures.
- ★ Offers advice and support to staff and volunteers.
- ★ Completes training on online safety.
- ★ Keeps up to date with developments in online safety and cascades these to staff/students.
- ★ Understands and knows where to obtain additional support and where to report online safety issues.
- ★ Receives reports of online safety incidents and keeps a log of incidents to inform future online safety developments.
- ★ Communicates with parents/carers about online safety.
- ★ Monitors online incident logs.

### National guidance and legislation on online safety

#### The Online Safety Act 2023

The Act makes companies that operate a wide range of popular online services legally responsible for keeping people, especially children, safe online. Companies must do this by assessing and managing safety risks arising from content and conduct on their websites and applications. The law is based on three fundamental duties:

- ★ protecting children,
- ★ shielding the public from illegal content, and
- ★ helping adult users avoid harmful, but not illegal, content on the biggest platforms.

## Protecting children

There are two categories of harmful content to children that tech firms must deal with.

1. The first is “primary priority content”, such as pornography and the promotion of suicide and eating disorders (below the threshold of criminality). If sites allow such content, children must be prevented from encountering it and the Act expects age-checking measures to be used for this.
2. The second is “priority content” such as bullying and posts that encourage children to take part in dangerous stunts or challenges. Children in age groups judged to be at harm from such content– must be protected from encountering this kind of material.

Ofcom have said that the new laws will roll out in three phases as follows, with the timing driven.

- ★ Phase one: Illegal content.
- ★ Phase two: Child safety, pornography, and protecting women and girls.
- ★ Phase three: Additional duties for categorised services.

**The Data Protection Act 2018** - To comply with the law, information about individuals must be collected and used fairly, stored safely and securely and not disclosed to any third party unlawfully. This legislation also applies to all electronic and online data.

## Aims

### Digital Images and Videos

**Once upon a time** uses digital images and video as a tool to record and inform families of the progress and activities of their children. The devices we use for recording images of children are provided by us for staff/volunteers to use professionally.

- ★ We gain written permission from parents to record and use digital images and video of their children. Through this process, we respect their rights under the Data Protection Act 2018.
- ★ We store images securely by using password protected computers and tablets. and we meet legal requirements on how long we retain those images.
- ★ We share images with parents through their secure personal Tapestry account.
- ★ Parents are asked to sign a declaration which sets out how they are to use to digital images/videos of their child taken by them at the organisation.

### Personal mobile phones and smart watches

There are safeguarding risks to children associated with the use of personal mobile phones and smart watches. **Once upon a time** has measures in place to protect children from the unacceptable use of technology or exposure to inappropriate materials on this technology. It is the responsibility of all members of staff to be vigilant and to report any concerns.

- ★ Personal mobile phones are to be stored securely in the pockets supplied in staff rooms and office areas.
- ★ Personal phones are not allowed to be used while staff are using the nursery computers in any of our office areas.
- ★ Personal mobile phones are always to be stored on silent mode or switched off.
- ★ Personal mobile phones are not to be used to conduct any work for **Once upon a time** nursery school.
- ★ Personal phones are not allowed to be connected to the settings Wi-Fi at any time.
- ★ Staff are not permitted to wear smart watches or any other device which can receive and send messages or take photographs in our nursery rooms. Other fitness devices may be worn. This is strictly at the Nursery Managers discretion.



- ★ Smart watches are not allowed to be connected to the nursery Wi-Fi at any time if worn in staff only areas.
- ★ With ongoing technology advances, the nursery reserves the rights to request the removal of any digital watch if it deemed a safeguarding risk to children.

## Nursery equipment

### Nursery laptops and tablets

Where staff are using a nursery laptop or tablet, they may only be used for nursery purposes.

- ★ It is the staff member's responsibility to always log onto a secure network if they are using the laptop or tablet outside of nursery.
- ★ They must not log into any personal accounts on a nursery laptop or tablet.
- ★ If a student is using their own laptop for studying purposes, they may log into the nursery Wi-Fi while they are at the nursery. They must log out of the nursery Wi-Fi if they use the laptop for personal use.
- ★ If visitors to the nursery e.g. tutors or inspectors, are using a tablet or laptop they must have the camera covered at all times.
- ★ Designated Safeguarding Leads will regularly check the browser history of nursery tablets and computers.

### Nursery computers

- ★ Staff with **Once upon a time** emails must not use these for personal reasons.
- ★ Staff must not download from any internet sites unless they have the managers permission to do so.
- ★ Staff must not use **Once upon a time** computers to visit personal social media accounts of any kind.
- ★ Staff and students will be asked to sign an Online Acceptable Use Agreement

### Smart TVs

The use of a television is very limited within our settings.

#### We do not have a TV Licence.

- ★ Staff are not permitted to login to personal accounts on our TVs.
- ★ TVs are only used to enhance learning related to themes/topics within the nursery.
- ★ Screen times are limited to a short time, appropriate to the child's age.
- ★ All 'You Tube' videos will be vetted, to check suitability, by staff **before** the children watch them.
- ★ Watching any programmes shown will always be supervised by a member of staff.
- ★ All programmes are suitably age related.
- ★ The DVD player will **only** be used on occasions as a 'down time', either after an event or after teatime.
- ★ DVDs are usually related to a story book or favourite character and do not generally last longer than 20 minutes.

### Smart speakers

Smart speakers will only be used for appropriate educational opportunity, e.g. storytelling, children's songs to support group times, ethnical music, games, exercise, research facts to support learning etc.

They are not used for adult radio stations as content may not be appropriate.

Staff are not allowed to login to personal accounts.

Adults will always supervise when used, including operation of the equipment.

## Platforms for online abuse and types of abuse

Online abuse can happen anywhere online that allows digital communication, such as social networks, text messages, messaging apps, email and private messaging, online chats, online gaming and live streaming sites. Children may experience several types of abuse online: Click on any of the following for more information:

- ★ [Bullying/cyberbullying](#)
- ★ [Emotional abuse](#) which can include emotional blackmail
- ★ [Sexting](#) - pressure or coercion to create sexual images
- ★ [Sexual abuse](#)
- ★ [Sexual exploitation.](#)

Grooming perpetrators may use online platforms to build a trusting relationship with the child to abuse them.

## Responding to online abuse and how to report it

The **Online Safety Lead** should be used as a first point of contact for concerns and queries on online abuse. All concerns about a child should be reported to them without delay and recorded in writing using the agreed system as set out in the safeguarding policy.

Following receipt of any information raising concern about online abuse, the Online Safety Lead will consider what action to take and seek advice from the Norfolk Children's Advice and Duty Service (CADS) as required.

If, at any point, there is a risk of immediate serious harm to a child, The Children's Advice and Duty Service (CADS) should be contacted. Anybody can contact CADS in these circumstances.

Depending on the type of online abuse concerned, this will also be reported using the relevant method below:

**Criminal Sexual Content** - If the concern is about online criminal sexual content, this will be report to the Internet Watch Foundation [here](#).

**Child Exploitation and Online Protection** - If the concern is about online sexual abuse and grooming, a report should also be made to the [Child Exploitation and Online Protection \(CEOP\)](#)

**Report Remove Tool** - Young people under 18 will be supported to use the Report Remove tool from Childline to confidentially report sexual images and videos of themselves and ask these to be removed from the internet. This can be reported [here](#).

**Online Terrorism or Extremism Content** - If online material is found which promotes terrorism or extremism this will be reported to ACT Action Against Terrorism. A report can be made online [here](#).

**Online Hate Content** - If online content incites hatred this will be reported online to True Vision [here](#).

## Sources of support on Online Safety

### UK Safer Internet Centre

For free, independent, expert advice on dealing with internet safety problems contact the Safer Internet helpline:

Telephone: 0344 381 4772  
Email: [helpline@saferinternet.org.uk](mailto:helpline@saferinternet.org.uk)

## **Childnet**

For online safety information and advice for professionals working with children and young people, contact Childnet:

Telephone: 020 7639 6967  
Email: info@childnet.com

## **Internet Matters**

Internet Matters supports parents and professionals with resources and guidance on child internet safety.

We also have information covering how we safeguard children in the following policies:

- ★ Safeguarding Policy
- ★ Technology Policy
- ★ Social Media Policy
- ★ Tapestry Policy
- ★ Nappy changing and Toileting Policy.

**This Policy was adopted by Once upon a time nursery school**

**Date: 11 March 2024**

**Signed on behalf of the nursery**

**To be reviewed: As and when matters arise**

## **Lone worker policy**

### **Statement of intent**

We recognise our health and safety responsibilities towards staff who are involved in lone working and others who may be affected by these activities. Lone workers should not be put at more risk than other employees and specific control measures may be necessary to achieve this.

### **Aims**

We aim to ensure that no member of the team is left alone working in either a single room or elsewhere within a building at any time. However, there may be occasions when this is not possible to do so, such as:

- ★ Toilet breaks.
- ★ Lunch cover.
- ★ Nappy changes.
- ★ Comforting a child that may be unwell in quiet area.
- ★ Following a child's interest, as this may lead staff away with a child to explore an area.
- ★ Supporting children in the toilet area that may have had an accident.
- ★ Cooks working alone in the kitchen areas.
- ★ Cleaner working alone in the building.
- ★ The duties some team members have, e.g. management, opening and closing the setting, cleaning or maintenance at the settings and staff operating outside operating hours.

### **Methods**

- ★ We always ensure that our staff:child ratios are maintained.
- ★ It is the responsibility of both staff and their manager to identify the hazards and minimise the risks of working alone.
- ★ Employee's and manager's responsibilities when left in a room or building alone include:
  - To complete a risk assessment for staff working alone.
  - Ratios are maintained.
  - Staff always have access to a phone, radio or can call someone to assist.
  - There is someone to call in an emergency.
  - The member of staff and children are always safeguarded.

### **Lone room working**

Employer and employee responsibilities when working alone with children in a playroom or garden.

Lone room working is defined as one practitioner with a group of children in ratio within a playroom or garden with other staff members in the building to support if needed.

Practitioners may work in rooms or the garden on their own with children for short periods of time providing they hold the following:

- Full DBS check.
- A valid Paediatric First Aid qualification (12-hour course).
- A valid Level 2 or above Safeguarding qualification.
- Are 18 years of age or above.
- Have a phone, radio or be in calling distance for support at all times.

### **Cooks and lone room working**

Our cooks work in a room by themselves for the duration of their shift.

- There is separate risk assessment for using the kitchen.
- Every kitchen is within calling distance if help is needed.
- Our Cooks periodically visit the nursery rooms throughout the morning and staff also visit the kitchens. This means there will always be some contact with other staff during their shift.
- If there are storage cupboards which need to be reached by climbing, only the step stools provided may be used.

### **Lone building working**

Employee's responsibilities when left alone in the building:

- To make a member of the management aware of when they are working and make plans to check in at their expected time of completion of the work.
- To ensure they always have access to a telephone so they can call for help if they need it, or for management to check their safety if they are concerned.
- Ensure that the building remains locked so no one can walk in unidentified.
- Report any concerns for working alone to management as soon as practicably possible.
- If climbing is necessary, only use the step stool provided

### **Cleaners and lone building working:**

- All the above applies to our lone working cleaners.
- All cleaners will have had COSHH training so will be competent with cleaning chemicals and know what to do if they get any substances in their eyes or on their skin.
- Cleaners should not climb to reach any areas needing to be cleaned but should report these areas to management.
- Care should be taken while lifting vacuum cleaners up and down stairs.

### **Management's responsibilities when staff are left in the building alone:**

- To ensure staff working alone are competent and confident to carry out any safety procedures e.g. fire evacuation.

- To ensure that the employee can contact a manager or another member of the team if their lone working is outside of normal working hours.
- To check that the employee has someone they can contact in the event of an emergency, and the numbers to call.
- To ensure that employees can access a telephone whilst working alone.
- If reporting in arrangements have been made and the employee does not call in, management must follow it up.

Risk assessments are also completed for the above occasions, including hazards and risks and how these are controlled.

**This policy was adopted by Once upon a time nursery school**

**Date: 1 November 2022**

**Amended on:**

**Signed on behalf of the nursery**

**To be reviewed: Annually or sooner if any matters arise**