



# Garland Policies & Procedures

Little Beans Day Care (Garland) Limited  
Company number 09537346  
59 Garland Road Poole Dorset BH15 2LD

At *Little Beans* we have Policies and Procedures to enable us to be a high quality provision that is compliant with the statutory framework for the EYFS. The benefit of the policies and procedures enable consistency in the setting and all parents/carers and staff are aware of what we have in place to make this happen. A copy of these Policies and Procedures can be found in a folder at Little Beans so that anyone can refer to them at any time. There are also copies on the parent's notice board so parents/carers feel free to take a copy at any time.

<b>Safeguarding</b>
Safeguarding Whistleblowing Intimate Care Mobile outing/Camera & Video Recording, I-watches & internet Prevent Duty Lock Down Lone Working Security
<b>Record Keeping &amp; Complaints Handling</b>
Record Keeping & Complaints Handling Confidentiality, Data Protection & Record Keeping GDPR
<b>Health &amp; Safety</b>
Absences Lost, Missing or Unaccompanied Child Evacuation Fire Drill Outings Food & Drink Breast & Bottle Rest and Sleep Illness & Infectious Diseases Hydration Incident & Emergency Medicines Temperature Head lice Risk Assessments Prevention of Cross Infection & Waste Disposal Un-Collected Child Smoking Sun Cream
<b>Staffing</b>
Recruitment of & Checks on Staff Staff Supervision, Training & Development Staff Ratios & Key Person Staff & Employment

Working With Parents - Settling In & Parent Partnership
Special Educational Needs
Upset child
Behaviour & Anti-Bullying
Inclusion & Equal Opportunities
Funding Policy
Home Visits
Home visits for new starters
Home visits for family support
Student Placements & Volunteers
Tapestry

These policies and procedures will be reviewed annually by September and amended regularly as needed.-

**Safeguarding – Policy & Procedure**

**Safeguarding children:** The Children’s Act 1989 and the early year’s foundation stage state that “the registered person must comply with the local child protection procedures approved by the local safeguarding children’s boards and ensures that all adults working and looking after children in the provision are able to put the procedures into practice”.

**Safeguarding and promoting children’s welfare:** The welfare requirements within the statutory framework for the early year’s foundation stage require providers to take the necessary steps to safeguard and promote the welfare of the children in their care. They are required to implement an effective safeguarding children’s policy. The providers must ensure that any one working with them understands the safeguarding policy and procedure.

Providers should follow the guidelines set out in the booklet “what to do if you are worried a child is being abused” produced by the department for children, schools and families (DCFS).

The Childcare Act 2006, The Children Act 2004, Working together to safeguard children 2018, Keeping Children Safe in Education 2016 and the Prevent Duty for England and Wales 2015 places statutory responsibility that as a childcare provider, manager, or member of staff in a day care setting, you are in a unique position to observe any changes in a child’s behaviour or appearance. If there are any reason to suspect that a child in your care is being abused or neglected or is likely to be abused you must take action on behalf of the child and contact an agency that has a ‘duty’ to make enquiries.

**The Working together to Safeguard Children March 2018 DofE** states in its induction as follows:

Whilst Local authorities play a lead role, safeguarding children and protecting them from harm is everyone's responsibility. Everyone who meets children and families has a role to play.

Safeguarding and promoting the welfare of children is defined for the purposes of this guidance as:

- protecting children from maltreatment
- preventing impairment of children's health and development
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care:
- taking actions to enable all children to have the best outcomes

We at *Little Beans* keep up to date with all legislation and use the Working together to safeguard children (DfE).

All professionals have a responsibility to refer a child to Children's social care under section 11 of the Children Act 2004 if they believe or suspect that the child:

- Has suffered significant harm;
- Is likely to suffer significant harm;
- Has a disability, developmental and welfare needs which are likely only to be met through provision of family support services (with agreement of the child's parent) under the Children Act 1989;
- Is a Child in Need whose development would be likely to be impaired without provision of services.

If a referral is made to children's social care, this will only be done by a DSL on site. If the referrer disagrees with the decisions made by Children's social care about the outcome of the referral, they may consider making a complaint under the local Complaint procedure or raise the matter under the Pan Dorset and LSCB Escalation Policy.

### **Policy statement: Safeguarding children**

At *Little Beans* it is our responsibility and a legal requirement to protect the children in our care. The Children's safety is paramount and will always stay the focus. If we have any concerns, we will report it following the Local Safe guarding children's board procedures (BCP Borough & Pan Dorset Partnership). The relevant local procedures are on the LSCB website, on file at *Little Beans* and available on request. We understand at *Little Beans* that child abuse can be physical, sexual, emotional and neglectful or a combination of these. We must notify Ofsted of any allegations of abuse that are alleged to have taken place whilst the child is in the care at *Little Beans*.

### **Procedure**

At *Little Beans* the 'designated senior member of staff for safeguarding' (DSL) is Tarnya O'Brien, our manager. Tarnya O'Brien takes lead responsibility for safeguarding children within the setting, liaising with the local authority, children's services and any other agencies and integrated services and Ofsted where appropriate. Tarnya O'Brien has been on the Safeguarding Children Level 3 course and will update the safeguarding course every 2 years, attend the safeguarding forums and keep up to date with all the safeguarding updates and with child protection legislations enabling Tarnya O'Brien to identify, understand and respond appropriately to signs of possible abuse and neglect.

*Little Beans* always has a designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead (DDSL) on site and available. *Little Beans* take the safeguarding of our children very seriously. We have high trained staff with high levels of Safeguarding knowledge.

Our staff who have completed the Safeguarding Children Level 3 course and our competent to be left in charge of Safeguarding are as follows:

Tarnya O'Brien (DSL)  
Annette Davies (DSL)  
Sebrina Drew (DSL)  
Gemma Simons (DDSL)  
Sue Mitchell (DDSL)  
Maria Hayward (DDSL)

All staff have safeguarding training and are always given the opportunity to discuss concerns with the DSL and/or DDSL. All staff are briefed in safeguarding as part of their induction along with reading the safeguarding policy and procedure to enable them to identify, understand and respond appropriately to signs of possible abuse and neglect at the earliest opportunity. All staff will have attended a first aid course within 3 months of starting where possible.

Tarnya O'Brien ensures that all staff know the safeguarding policies and procedures and are implemented by all staff. Tarnya O'Brien feeds back information to the team, so everyone is up to date with the latest safeguarding information and updates and to share responsibilities to staff relating to safeguarding. Tarnya O'Brien provides support, advice and guidance to all staff and team members on an ongoing basis and ensures there are the appropriate recourses to do so, ensuring all staff understand the recording and reporting systems and processes that are in place and know what to do if they are worried about a child.

In the absence of Tarnya O'Brien, Annette Davies Deputy Manager, Gemma Simons 2nd Deputy and/or Sebrina Drew Director at *Little Beans* will fulfil this role. Annette Davies, Gemma Simons, and Sebrina Drew are also a Safeguarding lead and have been on the Safeguarding Children – Foundation Child Protection Course and will update the safeguarding course every 2 years, attend the safeguarding forums and keep up to date with all the safeguarding updates and with child protection legislations enabling

them to identify, understand and respond appropriately to signs of possible abuse and neglect.

There is a Safeguarding Contingency Plan in place for staff to follow and is displayed around the nursery in numerous areas for staff, visitors and parents.

## **Types of abuse signs & Symptoms**

### **Physical - Physical Abuse**

May involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm Parent/carer fabricates symptoms or deliberately induces illness in the child (formally known as Munchausen's Syndrome by Proxy)

### **Physical Observations**

Bruising: on the trunk or body, upper arms, shoulders, or neck that is consistent with gripping, or fingertip imprints or marks from grabbing or prodding

Burns /scalding: cigarette burns, multiple or linear burns marks, or burns from over exposure to extreme heat

Others: bite marks, fractures (especially spiral or twisting fractures), swelling and lack of comfortable use of limbs, inconsistent explanations of serious injuries or conflicting explanations.

Untreated injuries, missed appointments and failure to address basic medical needs such as dental care fall into this category

### **Behavioural observations**

Unusually fearful of adults, unnaturally compliant to adults, Refusal to discuss injuries and fear of medical assistance, Withdrawal from any physical contact, Aggression towards others and the use of inappropriate threats, wearing "cover up" clothing, despite changes in the heat and seasons

### **Emotional – Emotional Abuse**

Persistent emotional ill-treatment of a child, causing severe, adverse effects on a child's emotional development May involve: conveying to a child they are worthless, unloved, inadequate or valued only to meet another's needs not giving the child opportunities to express their views, deliberately silencing them or making fun of their communication age or developmentally inappropriate expectations causing a child to feel frightened or in danger – serious bullying, including cyber bullying seeing or hearing the ill-treatment of another, exploitation or corruption of a child All types of abuse have an emotionally abusive content, but it may also occur alone

### **Physical observations**

Physical, mental or emotional delay in overall development, Incontinence, bedwetting (particularly when previously dry), Acceptance of excessive punishments, Over reaction to mistakes made by themselves, such as fear and anger, Continual self-depreciation, Sudden speech disorders, Fear of new situations, Drug, solvent or alcohol use/dependency

### **Behavioural Observations**

Inappropriate emotional response to various situations, Neurotic behaviours such as rocking, hair twisting and thumb sucking, Self-harm and self-mutilation, Fear of parents/carers being contacted for any reason at all, Extremes in behaviour passive/aggressive, Running away/absconding, Compulsive stealing

### **Neglect – Neglectful abuse**

Persistent failure to meet a child's basic physical and psychological needs Likely to result in serious impairment of a child's health or development May occur in pregnancy as a result of substance misuse (4% of referrals in 2008/9 were for unborn children, up from 3% in 2007/8) May involve failure to... - provide adequate food, clothing, shelter inc exclusion from home or abandonment - protect from physical harm or danger, access appropriate medical care or treatment - provide adequate supervision May include neglect of basic emotional needs

### **Physical Observations**

Poor growth and development, Failure to thrive, Constant hunger, Obesity, Inadequate clothing, Poor hygiene, Constant tiredness, Failure of carer to seek and/or follow medical advice for a child, being left alone without proper supervision, Multiple accidents

### **Behavioural Observations**

From school or lateness, Destructive tendencies, Low self-esteem and self-worth, Neurotic behaviours, no social relationships, running away/absconding, Stealing or scavenging

### **Sexual – Sexual abuse**

Involves forcing or enticing a child/young person to take part in sexual activities, including prostitution whether the child is aware. Not necessarily involving a high level of violence May involve physical contact – penetrative or non-penetrative May include non-contact activities eg. Pornography, watching sex, encouraging inappropriate sexual behaviour or grooming, including via the internet

### **Physical Observations**

Damage to genitalia, anus or mouth, including excessive soreness in these areas, sexually transmitted disease including genital warts, Unexpected pregnancy in young girls, Unexplained urinary tract infections or discharges or severe abdominal pains, Problems with jaw caused from oral sexual activity

### **Behavioural Observations**

Inappropriate sexual knowledge for age, Sexual activity demonstrated through play, Sexually promiscuity and provocative behaviours, Use of sexualised language and behaviour, Loss of interest in activities such as hobbies/school, Sudden changes in personality, Lack of concentration,

restlessness and aimlessness, Socially withdrawn behaviour, Overly compliant behaviour, Acting out aggressive behaviours for no apparent reason, Lack of trust in adults and carers, Regressive behaviours including soiling and wetting, Insecure and clinging behaviour, Running away/absconding, Suicide attempts, self-harming and self-disgust, Eating disorders, hysteria attacks in adolescents

### **Domestic Abuse/Violence**

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological, physical, sexual, financial, emotional.

How does this affect children?

The legislation "Every Child Matters" looks at five major outcomes for children. Children exposed to domestic violence will experience severe delays and damage in all these outcomes.

Being healthy, Making a positive contribution, Staying Safe, Achieve economic well-being, Enjoying and Achieving.

Negative affects Domestic Violence may have on children

Children may:

Experience symptoms of stress, but often learn to keep these to themselves, not talk to the people close to them about their feelings or fears, feel insecure, frightened and confused, have difficulty at school, become aggressive, have trouble sleeping or suffer nightmares, become 'model' pupils because they have become anxious about 'conflict' or they may be worried about making things worse at home, start to suffer from ill health

### **Child Disclosure's**

- A disclosure is when a child tells someone about an abuse, this can happen in several ways;
- A full disclosure – the child relates all the history of the abuse
- A partial disclosure – the child tells only part of the story, missing out names and important details
- A direct disclosure – the child tells someone verbally or by using sign language
- An indirect disclosure – the child might disclose abuse indirectly through role play

If a child discloses abuse or what might seem to be abuse we at *Little Beans* will support this in the following ways:

Staying calm and keeping eye contact with the child

Reassure the child they have done the right thing in telling someone, never promise to keep it confidential and let the child know you are always there for them to talk to.

Do not ask any leading questions, use the following (TED) strategy:

T – Tell me E – Explain that to me D – Describe that to me

At *Little Beans* we have copies and are familiar with the local safeguarding children's board procedure. We keep up to date with the latest versions of the relevant procedures or any documents that may replace them in the future. We do this by attending regular courses, training, forums and networking and reading the borough bulletins and publications on the LSCB website. We have copies of the relevant booklets and guidance on safeguarding and ensure all staff understand them.

If we are concerned about a child's welfare, we will contact the local authority, social care, the police, the NSPCC, Morton Michel (our insurers) or other relevant support for advice, confidentiality will be assured only when it is clear that there is no risk or harm to a child.

Child protection concerns that could identify a child are kept confidential and only shared with people who need to know this information. Child protection documentation is stored securely and where relevant children have chronologies as needed and these are updated as needed.

We at *Little Beans* have signed up to LCSB compact, the Dorset overarching information sharing protocol, dv1 alerts and MARAC the multi-agency risk assessment conference. Parents must notify the staff or their child's key person at *Little Beans* of any concerns they have about their child and any accidents, incidents or injuries affecting the child which will be recorded. We pride ourselves at *Little Beans* on working together with parents to make sure that their child's care is consistent- please refer to our working with parent's policy.

At *Little Beans* we make sure that nobody including staff/ parents/guardian or visitors have their personal phones, cameras or video cameras in the setting. This is to protect the children from misuse of these devices and also staff from being at risk of accusation or allegation against them – please refer to the *Little Beans* phones, cameras and video policy.

If a child is not independently mobile and is present with bruising, bleeding or otherwise suspicious marks or injuries we will have to follow the non-mobile protocol (**updated on Pan Dorset 29/10/18**) and refer to both paediatrics and children's social services.

If we notice:

- Significant changes in children's behaviour
- Unexpected bruising or marks or possible signs of abuse or neglect
- Any comments made which give us cause for concern

- Deterioration in children's general well-being which causes concern
- Any reason to suspect neglect or abuse outside *Little Beans* i.e. in the Child's home or a family member's home.

*Little Beans* has procedures in place to include children who:

- leaves with short notice/ no notice
- does not return after a holiday
- a holiday is extended
- has been off unwell for a prolonged period of time
- leaves abruptly after safeguarding concerns have been raised

The DSL or DDSL will contact parents for clarification and in the event the parents are unreachable then the DSL or DDSL will contact the emergency contacts for clarification.

The DSL or DDSL will inform the Multi-Agency Safeguarding Hub and First Response teams of the child's absence and/or cancellation of contract.

The DSL or DDSL will contact the Local Authority Early Years Funding Team and if necessary, the Early Help partnership to inform them of the child's absence and/or cancellation of contract.

*Little Beans* keep an accurate register and keep accurate written records of children's absences both authorised and unauthorised.

*Little Beans* will implement the Local Safeguarding Children's board procedures without delay to minimise any risk to the child. Social services duty desk will be informed immediately. We will keep a factual record of any concerns and will ask the parents/guardians for an explanation providing it wouldn't put the child at risk.

The Statutory Requirements for providers in England require that we let Ofsted know of any concerns, allegations of serious harm or abuse that we have reported without delay and any actions taken in respect of the allegations as soon as reasonably practicable but at the latest of 14 days of the allegations being made.

If a child tells us that they or another child is being abused we will:

- Show that we have heard what they are saying, and that we take their allegation seriously

- Encourage the child to talk, but we will not prompt or ask or ask them leading questions. We will not interrupt a child whilst they are recalling significant events and we will not make a child repeat their account.
- Explain what action must be taken now, in a way that is appropriate to the age and understanding of the child.
- Write down what you have been told using exact words where possible.
- Record the date, time, place and people who were present at the discussion
- Report any concerns immediately to the duty social worker who has the experience and responsibilities to assess the situation.

In all instances the following information will be recorded:

- The child's full name and address
- The date and time of the record
- Factual details of the concern, for example bruising, what the child said, who was present
- Details of any previous concerns
- Details of any explanations from the parents
- Any action taken such as speaking to parents.

If safeguarding issues are raised a family may require a Poole Early Help Assessment (PEHA) / Common Assessment Framework (CAF) to be completed. If there are any concerns relating to their health and education needs, where parental support and permission is obtained *Little Beans* will start the process of the Education Health Care Plan (EHCP) as per the SEND Code of Practice 0-25 years 2015.

It is not *Little Beans* responsibility to attempt to investigate the situation.

Contact	Telephone numbers
BCP Council Multi-Agency Safeguarding Hub (MASH)	<b>01202 123334</b>
BCP First Response Hub	<b>01202 123334</b>
Children social care - Out of hours' service	<b>01202 738 256</b>
Dorset Police – emergency	<b>999</b>
Dorset police - Non emergency	<b>101</b>

Ofsted	<b>0300 123 4666</b>
Local Early Years Team	<b>01202 093131</b>
NSPCC child protection helpline	<b>08088005000</b>
Morton Michelle – advice line	<b>08452570117</b>
Family Information Services - BCP	<b>01202 093131</b>
<b>Local authority designated officer for safeguarding (LADO)</b>	<b>01202 817600</b>
<b>BCP Local Offer</b>	<b>01202 093131</b>

## **Criminal Exploitation and County Lines**

### **Definition of Child Criminal Exploitation**

Child Criminal Exploitation occurs where an individual or group takes advantage of a person under the age of 18 and may coerce, manipulate or deceive a child or young person under that age into any 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 and/or (c) Through violence or the threat of violence. The victim may be exploited even if the activity appears consensual (i.e. moving drugs or the proceeds of drugs from one place to another). Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology. (Home Office 2018)

### **What is County Lines:**

County lines is the term used for urban gangs supplying drugs to suburban areas and market coastal towns using dedicated mobile phone lines or “deal lines”. It involves child criminal exploitation (CCE) as gangs use children and vulnerable people to move drugs and money. Gangs establish a base in the market location, typically by taking over the homes of local vulnerable adults by force or coercion, a practice referred to as ‘cuckooing’.

County lines is a major, cross-cutting issue involving drugs, violence, gangs, safeguarding, criminal and sexual exploitation, modern slavery, and missing persons; and the response to tackle it involves the police, the National Crime Agency, a wide range of Government departments, local government agencies and VCS (voluntary and community sector) organisations.

County lines activity and the associated violence, drug dealing and exploitation has a devastating impact on young people, vulnerable adults and local communities.

The Home Office has produced a guidance: [Criminal Exploitation of Children and Vulnerable Adults: County Lines Guidance](#) for frontline professionals on dealing with county lines, part of the government’s approach to ending gang violence and exploitation.

### **Who is vulnerable to county lines exploitation?**

Any child could potentially be at risk of criminal exploitation by a county lines gang.

### **Factors that make a county lines gang more likely to target, groom and exploit a child include:**

- the child having experienced neglect, physical and/or sexual abuse in the past
- social isolation or social difficulties
- poverty
- homelessness or insecure accommodation status
- connections with other people involved in gangs
- having a learning disability
- having mental health problems
- having substance misuse issues
- being in care or having a history of being in care
- being excluded from mainstream education

### **(Home Office, 2020)**

Permanent exclusion from mainstream education has been identified as a critical event that can lead to young people becoming vulnerable to criminal exploitation (Child Safeguarding Practice Review Panel, 2020).

County lines gangs can take advantage of the lack of structure, loss of a sense of belonging and feeling of rejection that exclusion can elicit in a young person.

### **What are the signs of criminal exploitation and county lines?**

- Returning home late, staying out all night or going missing
- Travelling to locations, or being found in areas they have no obvious connections with, including seaside or market towns
- Increasing drug use, or being found to have large amounts of drugs on them
- Being secretive about who they are talking to and where they are going
- Unexplained absence
- s from school, college, training or work
- Unexplained money, phone(s), clothes or jewellery
- Increasingly disruptive or aggressive behaviour
- Using sexual, drug-related or violent language you wouldn't expect them to know
- Coming home with injuries or looking particularly disheveled
- Having hotel cards or keys to unknown place

If we have concerns, we will follow the same procedures as for other concerns and we will record and refer as appropriate.

As a parent or member of the public – if you have concerns regarding a young person's welfare:

Call Police on 999 if in immediate danger

MASH BCP area: 01202 123334 (9am- 5pm Monday to Friday; 01202 738 256 after 5pm and weekends)

**ChAD Dorset area: 01305 228558 (8am-10pm Monday to Friday; 9am-10pm weekends, and on call after 10pm)**

### **Modern Slavery and Human Trafficking**

Links to Early Years Foundation Stage: Safeguarding and Welfare Requirements: Child Protection 3.6, 3.7

#### **Legislation**

The Modern Slavery Act, received Royal Assent on 26 March 2015. The act consolidates slavery and trafficking offenses and introduces tougher penalties and sentencing rules.

#### **Background**

Child trafficking and modern slavery is becoming a more frequent form of child abuse. Children are recruited, moved, transported and then exploited, forced to work or are sold on.

#### **Modern slavery is a term that covers:**

- Human Trafficking - is the illegal movement of people through force, fraud or deception, with the intention of exploiting them.
- Sexual exploitation - includes but is not limited to sexual exploitation and sexual abuse, forced prostitution and the abuse of children for the production of child abuse images/videos.
- Domestic servitude - involves a victim being forced to work in usually private households, usually performing domestic chores and childcare duties. Their freedom may be restricted and they may work long hours often for little or no pay, often sleeping where they work.
- Forced labour/Child Labour - Victims may be forced to work long hours for little or no pay in poor conditions under verbal or physical threats of violence to them or their families. It can happen in various industries, including construction, manufacturing, hospitality, food packaging, agriculture, maritime and beauty (nail bars). Often victims are housed together in one dwelling.
- Debt Bondage - Bonded labour is the most widespread form of slavery in the world. A person becomes a bonded labourer when their labour is demanded as a means of repayment for a loan. The person is then tricked or trapped into working for very little or no pay to repay debts their employer says they owe, and they are not allowed to work for anyone else. Low wages and increased debts mean not only that they cannot ever hope to pay off the loan, but the debt may be passed down to their children.
- Criminal exploitation - is the exploitation of a person to commit a crime, such as pick-pocketing, shop-lifting, cannabis cultivation, drug trafficking and other similar activities that are subject to penalties and imply financial gain for the trafficker. Some modern slavery victims are also involved in fraud or financial crime whereby perpetrators force victims to claim benefits on arrival but the money is withheld, or the victim is forced to take out loans or credit cards.

- Decent-Based Slavery - is where people are born into a 'slave class', caste or a group viewed as being in slavery by other members of their society. If one's mother is in slavery, one is born into slavery. People born into slavery face a lifetime of exploitation. They are forced to work without pay for their so-called 'masters' throughout their lives, primarily working on farmland or as domestic servants. They are treated as property by their 'masters'. They can be inherited, sold or given away as gifts or wedding presents.
- Other forms of exploitation – Organ removal, forced/early marriage and illegal adoption

Victims of modern slavery are also likely to be subjected to other types of abuse such as physical, sexual and emotional abuse.

This policy should be used alongside the following policies to ensure all children, staff, parents and visitors are fully safeguarded:

- Safeguarding and child protection
- Whistleblowing
- Equality and inclusion

### **Procedure:**

When a concern is raised about slavery or trafficking then we will follow our safeguarding procedure.

If the child (or adult) is at risk of immediate harm then the police will be called, otherwise the local authority will be contacted and the referral process will be followed as per the safeguarding procedure.

As a parent or member of the public – if you have concerns regarding a young person's welfare:

Call Police on 999 if in immediate danger

MASH BCP area: 01202 123334 (9am- 5pm Monday to Friday; 01202 738256 after 5pm and weekends)

ChAD Dorset area: 01305 228558 (8am-10pm Monday to Friday; 9am-10pm weekends, and on call after 10pm.

### **Promoting British Values**

At *Little Beans* we promote British Values throughout the setting and encourage all children to take pride in this. We actively challenge any behaviour that may discourage this from anyone including staff, parents and visitors. The intention of promoting British Values is directly linked to the Prevent Duty which legislates that all children are protected from being radicalised.

*Little Beans* actively promotes the fundamental British Values of;

Democracy – everyone has a voice and is listened to

the rule of law – teaching children right from wrong

Individual liberty (freedom) mutual respect and tolerance of those with different faiths and beliefs – ensuring children have the right to say 'no' and

be respected for their choices, including world religions and festivals in our planning to teach children about the world in which they live.

### **Policy statement: Suitable people**

At *Little Beans* the children's safety is paramount. We ensure that everyone who works directly with children and works on the premises at *Little Beans* is suitable to do so and able to fulfil their requirements of their job roles.

### **Procedure**

We ensure that an interview has taken place and job role described which sets out job roles and responsibilities. Once this has been confirmed we will take the following checks before someone can start working at *Little Beans*:-

- Two references – references will be sought and checked as evidence of the suitability for the job role.
- DBS/CRBs are completed
- An introduction – Including all the policies and procedures to be read and understood and implemented
- Risk assessments gone through and understood.

*Little Beans* staff have an obligation to disclose any convictions, cautions, court orders reprimands and warnings that may affect their suitability to work with children before and during their employment. *Little Beans* will not allow anyone to be unsupervised or have unsupervised contact with children if they have not had their suitability checked. *Little Beans* follow all guidance set out in 'Inspecting safeguarding in early years, education and skills setting' (September 2019).

We will record information about staff qualifications and the identity checks and vetting processes that have been completed. *Little Beans* will make a referral to the discloser and barring service where a member of staff is dismissed or left because they have harmed a child or put a child at risk of harm to meet our responsibilities as providers under the safeguarding vulnerable group act 2006 and as per the statutory framework requirements and 'Inspecting safeguarding in early years, education and skills setting' (September 2019).

### **Procedure to ensure individuals who have worked abroad or lived outside of the UK are suitably checked**

- Request an enhanced DBS
- Information gained from person's last country from the Police/Government

- Letter of Good Conduct from country consulate
- Check with overseas barred list information (about an individual who has worked abroad, bearing in mind the duty early years' settings, are under not to allow a barred person to work in regulated activity Officer guidance)

<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

### **Policy for dealing with - Allegations against a member of staff**

An allegation of abuse of children by those who work with children must be taken seriously. Allegations against any person who works with children can cover a wide range of circumstances.

This procedure should be applied where there is such an allegation or concern that a person who has worked with children has:

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

These behaviours should be considered in the contexts of the 4 categories of abuse - physical, sexual, emotional and neglectful.

It is essential that any allegations of abuse made against a member of staff, students on placement or volunteers in our setting are dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child and at the same time supports the person who is the subject of allegation. The procedures outlined in this policy will be followed alongside the complaints procedure and child protection policy.

### **Procedures**

At *Little Beans* we ensure that all parents/guardians and staff know how to complain about the behaviour or actions of staff or volunteers within *Little Beans* or anyone working at the premises of *Little Beans* which may include an allegation of abuse. Please see our complaints procedure.

In the event of an allegation or concern made at *Little Beans* against a member of staff, this is reported to Tarnya O'Brien the 'designated Safeguarding lead' (DSL). In the event of an allegation against Tarnya O'Brien or in her absence, allegations or concerns should be reported to Sebrina Drew the who will follow the policy and procedure. Or in either of

their absence it would be to any of the DDSL. Refer to Safeguarding Contingency Plan.

At *Little Beans* we will follow the guidance of the local safeguarding children's board when responding to any complaint that a member of staff, or volunteer within the setting, or anyone working on the premises occupied by *Little Beans* has abused a child.

We respond to any disclosure by children, staff that abuse by a member of staff or volunteer within the setting, or anyone working on the premises occupied *Little Beans*, may have taken, or is taking place, by first recording the details of any such alleged incident.

*Little Beans* will refer any such complaint immediately to the local authority's social care department to investigate and when necessary the police. We also report any such alleged incident to Ofsted and what measures we have taken and are aware it is an offence not to do so.

*Little Beans* will maintain confidentiality whilst an allegation is being investigated or considered. Apart from keeping the child, parents and accused person up to date with progress of the case, (where this would not risk the child further) information should be restricted to those who have a need to know in order to protect children, facilitate enquiries, manage related disciplinary or suitability processes.

*Little Beans* will also contact the Local Authority Designated Officer for Safeguarding (LADO), within one day and his contact details are 01202 817600

*Little Beans* will co-operate entirely with any investigations carried out by children's social care in conjunction with the police. *Little Beans* will seek advice from the LADO, the police, and/or children's service about how much information should be disclosed to the accused person. Depending on restrictions on the information that can be shared, the employer should, as soon as possible inform the accused person about the nature of the allegation, how enquiries will be conducted and the possible outcome. The accused member of staff should:

- Be treated fairly and honestly and helped to understand the concerns expressed and processes involved;
- Be kept informed of the progress and outcomes of any investigation and the implications for any disciplinary or related process;
- If suspended, be kept up to date about events in the work place;

Where the *Little Beans* management team work with the children's social care and agree it is appropriate in the circumstances, the proprietor will suspend the member of staff on full pay, or the volunteer, for the duration of the

investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

### **Disciplinary action**

Where a member of staff or volunteer has been dismissed due to engaging in activities that caused concern for the safeguarding of children and vulnerable adults, we will notify the independent safeguarding authority (ISA) of relevant information (when in place) so that individuals who pose a threat to children (and vulnerable groups) can be identified and barred from working with these groups. In addition, we will inform our LADO, Social and Childcare Officer.

Sharing confidential information without consent is done only where not sharing it could be worse than the outcome of having it shared.

## **Safeguarding: Whistle Blowing Policy**

At *Little Beans* the children's safety is paramount. All staff take the necessary steps to safeguard and promote the welfare of the children in the setting. All staff have the correct training to ensure that they have the knowledge and understanding of how to deal with all aspects of safeguarding issues. All staff must feel confident and able to share any concerns regarding any of the children in their care, with parents/guardians or any other members of staff. At *Little Beans* we have an "open door" ethos and staff should feel they can voice their concerns at any time whether that is in a private and confident form or an ongoing open form of in and around the setting. All staff should be able to feel free to discuss any matters with senior members of staff at any time.

At *Little Beans* all adults working within the setting should always be observant to ensure that the highest standards of care are delivered to all the children at all times. We expect all our colleagues, both internal and external to be professional always and the welfare and safety of every child to be paramount. If there is an occasion where this is not the case, then it is vital that all team members talk through any concerns they may have with Tarnya O'Brien or in her absence then speak to Sebrina Drew or if both are absent then the Deputy manager and or 2<sup>nd</sup> Deputy or at the earliest opportunity to enable issues to be dealt with quickly and as effectively as possible.

If you feel that you have followed the procedures and they were not dealt with accordingly or you were not listened to or the correct procedures were not followed then you have a duty to report unacceptable behaviour to the relevant authorities.

**In our roles as childcare providers, we have a duty to report unacceptable behaviour to the relevant authorities:**

**These could be:-**

- By those we work with staff/managers

- By other child care workers
- By outside agencies and integrated services
- By childminders
- By other professionals working with children

**It will be necessary to report when certain behaviour is:**

- Detrimental to children
- Has placed a child at risk of harm
- Has caused actual harm to them
- Is illegal

**In these situations we may be required to contact:**

- The police
- The social worker service
- Childcare officer
- Ofsted
- Any other relevant body

**Disclosure of information** (the act or process of revealing or uncovering information)

If at any point a person becomes aware of information or happenings that you may reasonably believe to show one or more of the following, you have a duty to report to the relevant authorities:

- That a criminal offence has been, is being or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any obligation which they are subject to i.e. the EYFS, the statutory framework, the *Little Beans* policies and procedures or Ofsted
- That a miscarriage of justice has occurred, is occurring or is likely to occur
- That the health and safety of any individual has been, is likely to be endangered
- Or any information is being or is likely to be deliberately concealed

Then you can contact Ofsted in one of these three ways:

- Call the whistleblowing hotline on 0300 1233155 (Monday to Friday 8.00-6.00pm)
- Email at [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)
- Write at:

WBHL  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

By registering a formal complaint with OFSTED an Officer in most cases will be sent to the Nursery to carry out a further investigation. If applicable, a report would then be sent with action points,

### Safeguarding: Intimate Care Policy

To protect everyone at *Little Beans* this is an intimate care policy to make everyone aware of how intimate care is carried out at *Little Beans*.

All children at *Little Beans* will be treated as individuals with dignity and respect and ensure your child's privacy-appropriate to your child's age development and situation. We recognise the importance of privacy and discretion in dealing with intimate care, whether dealing with routine nappy changes, toileting accidents, dressing and undressing washing including intimate parts, helping someone use the toilet, or carrying out a procedure that requires direct or indirect contact to an intimate personal area.

To protect both staff and children at *Little Beans* a written policy to make parents and staff aware of how intimate care will be managed for their child and the children at *Little Beans*. All Staff at *Little Beans* will:

- Have up to date DBS/CRB checks
- Are to treat children with dignity and respect and ensure the child's privacy- appropriate to age and situation
- Encourage children to be as involved in their own intimate care routines as much as possible
- Encouraged children to do things independently if they are able to do so
- Let all children help if they wish to do so
- Be responsive to all children's responses, reactions and voices
- Make sure that intimate care is as consistent as possible

- Encourage children to know and talk about their own bodies and why we do things to keep ourselves clean and hygienic and why it is important to teach ourselves self-care
- Ask children if it is 'ok to do it this way?' or how 'mummy does it?'
- Encourage the child to have a positive image of their own body

Babies will have their nappies changed as regularly as parents like and needed and straight away when soiled. We provide a clean disinfected changing mat on a nappy changing area away from other children and visitors. Nappies are always put in two nappy sacks and disposed of in the yellow clinical waste bin as soon as possible. Gloves and aprons are always worn when dealing with intimate care such as nappy changes and will be changed immediately after each child's intimate care.

### **Safeguarding: Mobile Phones, Cameras, Video Recorders, I-Watches & the Internet**

We take the necessary steps to ensure that there are effective procedures in place to protect children, young people, and vulnerable adults from the unacceptable use of mobile phones, camera and video recording within our setting. Often the risks of E-Safety are not fundamentally related to a piece of technology but rather the way in which it is being used within a environment. Overall responsibility for ensuring use of technology lies with the Manager and DSL, and in their absence the safeguarding contingency plan is followed.

#### **Personal mobile phones**

At *Little Beans* we have a strict no mobile phones policy.

Personal mobile phones belonging to members of staff are not used on the premises during working hours. At the beginning of each day personal mobile phones are stored in the designated box that is stored away from the children's play area.

In the event of an emergency, personal mobile phones may be used away from the children with permission.

Parents and visitors are requested not to use their mobile phones whilst in the setting. Parents and visitors are asked and advised to use their mobile phones outside.

#### **Cameras and videos**

At *Little Beans* we ensure personal mobile phones and/or video recording devices are never used for taking photos of children at any time. Photographs and recordings of children are only taken for specific reasons, i.e. to record their leaning and development, or for displays within the setting.

Photographs or recordings of the children are only taken on equipment belonging to the setting. Camera and video use is monitored by the DSL and children's information e.g. photos, never leaves the *Little Beans* site unless for promotional purposes e.g. on flyers when parental permission is given.

Photographs and recordings of children are only taken of children if there is written permission to do so from someone with parental responsibility.

### **I watches**

At *Little Beans* we will not have or use I watches, staff are not permitted on the floor and visitors should have any I watches covered up.

### **Social Media**

It is our policy and procedure that no staff or previous employees that have left our employment can be friends on any social media sites such as Facebook, Twitter, Instagram etc with families who attend *Little Beans* unless have known prior to the children attending *Little Beans*.

*Little Beans* staff are asked in advance to politely decline any such requests.

## **Safeguarding: Prevent Duty Policy**

We at *Little Beans* understand that we have a duty of care to protect the children who attend from extremism and radicalisation, to identify those children and families that may be vulnerable to this and what to do if any are identified.

At *Little Beans* the designated safeguarding lead (DSL) Tarnya O'Brien has attended the awareness training in order to lead and support the team to know what to look for and any concerns are treated in the same way as any other form of harm. In her absence, Sebrina Drew, Director, and Annette Davies Deputy Manager, and Gemma Simons 2<sup>nd</sup> Deputy will fulfil this role.

At *Little Beans* we work to build a child's resilience to extremism and radicalisation; we do this by promoting British Values and giving them the tools to challenge extremist views. Through the Personal, Social and Emotional and Understanding the world areas of the Early Years Foundation stage, we will teach the children about the diversity in our community, the skills needed to recognise and manage risk and to make safe choices. Through effective teaching, we will encourage positive character traits such as determination, self-esteem and confidence.

At *Little Beans*, we will support those families who may be vulnerable to extremism and radicalisation and give them guidance to seek help.

If we have a concern staff will follow the safeguarding policy and procedure and we will work in partnership with the Local Safeguarding Children Board (LSCB).

At *Little Beans*, the DSL will attend regular safeguarding training and update forums to ensure knowledge and awareness is up to date.

## **Safeguarding: Lock Down Policy & Movement Around Building Procedure**

### **Lock Down - policy and procedure**

*Little Beans* lock-down policy aims to ensure that all children, staff and parents remain in a safe and secure location in the event of a possible personal threat and that the exposure to danger and possible risk of harm are minimised.

In the event of a critical incident requiring 'Lock Down', the person witnessing the incident must notify the Manager, Tarnya O'Brien to raise

the alarm by shouting 'PEACHES' In the event that Tarnya O'Brien is absent then the Safeguarding contingency plan is put in place. Tarnya O'Brien (or Deputy in their absence) will determine the risk and need for a 'Lock Down'. Tarnya O'Brien (or Deputy in her absence) will call the police, if required.

### **Movement Around Building Procedure**

All children, staff and parents will remain in the setting.

Staff members will make safe efforts to close and lock rooms and windows which could permit access into the room. All lights are to be turned off and the blinds pulled down. Children and staff are to hide under the tables in the main room.

Staff will ensure children are kept as calm as possible and as quiet as possible. A register and head count will be taken at this time.

If the alarm is raised during home/arrival times everyone is to be directed to the main room in *Little Beans*. if it is safe to do so. If children are outside playing, staff are to promptly direct children into the building, if it is safe to do so.

### **All Clear Signal**

The 'All Clear' will be signaled by the Manager, Tarnya O'Brien (or Deputy in her absence) informing all concerned.

The Manager, Tarnya O'Brien will log the incident, inform relevant authorities, parents etc and investigate the incident. *Little Beans* will carry out regular 'Lock Down' practices to highlight any issues and will review the policy annually.

## **Safeguarding: Lone Working Policy & Procedure**

*Little Beans* understands that lone working takes place during school pick up and drop offs. This policy is designed to alert staff and parents to the risks presented by lone working, to identify the responsibilities each person has in this situation to minimise risks.

Definition of lone working - *Little Beans* understands lone workers to be those who work without close or direct supervision from another member of staff for any period.

*Little Beans* recognise that staff working alone in potentially isolate conditions have no immediate support from other so are at greater risk of accusations or injury through aggression or violence directed towards them from children.

Lone working takes place at *Little Beans* during school drop off and pickups, we ensure that it is always a staff member who is competent in their role and who is aware of risks and hazards. Every member of staff is first aid trained in the event of an incident and holds an up-to-date DBS to ensure the safety of the children is paramount.

Staff must take the fire bag which has all required equipment including a work mobile phone with leader's numbers and a first aid kit. In the event of an incident the staff members must use the work mobile to call *Little Beans*.

## Procedure

If any incidents occur during lone working then the Manager and DSL, Tarnya O'Brien must be informed or in her absence follow the safeguarding contingency plan.

It is Tarnya O'Brien's responsibility as the Manager and DSL to ensure that the lone working policy is monitored and updated annually or before if needed.

## Security – Policy

At *Little Beans* our Security Policy shows our clear expectations and aims to maintain the highest possible security on our premises to ensure that each child is cared for safely at all times.

The *Little Beans* nursery main front door will be locked at all times which can only be opened by turning the lock on the inside and by inputting a code into a number keypad. The door is to only be opened only by competent Level 3 trained staff. There is an internal door into the *Little Beans* main nursery that is not able to be opened by children and remains closed whilst the main front door is being opened. This ensures the children have no access to the main front door. When the door is shut it must be locked manually and the keypad will automatically engage.

There is also an intercom system which visitors and parents call through on to notify *Little Beans* of their presents. Any unknown person arriving at *Little Beans* is spoken to through the intercom before being granted access to the nursery. The intercom must be used by anyone wanting permission to enter and identification will need to be checked by a Level 3 member of staff and confirmation from the office that the visitors details match with any appointments.

The *Little Beans* Baby unit has a separate entrance and also has an intercom system, this would be used in the same way as the *Little Beans* main front door. The Baby Entrance gate has a number padlock and two bolts on the inside that staff open each time they receive or deliver a child back to parents. The baby unit then has a door into their main unit which is kept locked unless the children are accessing the outdoor provision. This is also an emergency exit. When accessing the outdoor provision at *Little Beans*, staff will do a safety check prior and check that the gate is securely locked before taking the children out to play.

The Pre-school room at *Little Beans* has a fire exit which is locked in the same way as the door for babies. In the Pre-school outside provision there is also a Fire exit gate which is also locked from the inside but can be opened in the case of emergencies. This is locked with two bolts and a number padlock and is only opened in the event of an emergency resulting in an evacuation. *Little Beans* Kitchen has a fire exit door which is only unlocked via a key. Staff have a key for access and this door is locked on the inside using a key and is only used as a emergency evacuation exit. The key is to be hung

next to the door and not left in the door. Kitchen windows are to be shut when a member of staff is not in the kitchen.

At *Little Beans* we have a video intercom on the main front door and on the Baby entrance. This is used to check the identity and suitability of the person wanting to gain access. These measures also control the ability to exit *Little Beans* nursery and all doors are controlled meaning all persons must be escorted off the premises. This also means that the children are unable to exit without staff's knowledge. We make safeguarding the children in our care our first priority, starting with gaining access in and out of our nursery.

Within the guidance of the EYFS Framework on continuous indoor / outdoor play, staff need to be extra vigilant with regards to this policy. All children are supervised by adults at all times Our nursery is designed as an open floor plan so that no member of staff is out of visual sight from another member of staff at any time the majority of the time. Where they are out of sight, staff use walkie talkies to communicate, *Little Beans* is open plan inside so the staff are visible and only qualified staff can be alone with children if needed. We always have enough staff to over the staff to child ratio in line with the Early Years Foundation Years Statutory Framework. At *Little Beans* we still operate at a 1:4 ration in the 2's room meaning that *Little Beans* can provide the best outcome without overcrowding the 2's room.

### **Security measures in place**

We have systems in place throughout *Little Beans* for the safe arrival and departure of children. The front door is controlled by an intercom and number code locking system and a Level 3 member of staff greets any person wanting access through the intercom. All persons wanting to gain access can be seen prior to accessing the pre-school cloakroom and a staff member will grant access to the cloakroom area if they recognise the adult. The internal door from the cloakroom to the nursery is also passcode controlled and the code is changed regularly. The times of the children's arrival and departure are recorded. The arrival and departure times of all adults (staff, volunteers and visitors) is recorded. Photographs of *Little Beans* staff are displayed at the entrance of the nursery. All visitors are asked for identification before being allowed into the setting and must sign in the visitor's sign in sheet and sign out when they leave. The doors and gates into the garden can only be opened from the inside allowing children access in to secure outdoor areas. Children are only allowed to go leave *Little Beans* with a person who is specified on their personal records as being able to collect and must have a password and ID checked. If the person who has come to collect does not have a password, they will not be given access to the nursery or child and the child's parents will be informed immediately. Our systems prevent children within our care from leaving our premises unnoticed.

If a visitor/parent/carer wants to gain access through the *Little Beans* Baby entrance gate, all children are taken back inside the nursery before the gate is unlocked and the visitor is allowed access after relevant checks have been made.

- At *Little Beans* staff answer the intercom and view the person via the camera on this.
- If person is recognised they are granted access by a Level 3 member of staff opening the door.
- If the person is not recognised they are questioned by staff about their purpose at *Little Beans* and will only be granted access if they have an appointment with management. Management will be called if the person does not have an appointment and will make the decision of whether or not to grant access.
- All visitors must be met in the cloakroom by a senior member of staff and asked for photographic ID.
- No parent, visitor, student or volunteer must know the passcode for the doors at *Little Beans*.

Intruders posing a safety hazard would instigate the staff at *Little Beans* implementing the Lockdown policy. If the person leaves before the police arrive do not attempt to detain them. At *Little Beans* we would then log the incident and make any reports to the LA/ OFSTED as required and we would review our procedures accordingly.

## Record Keeping & Complaints Handling - Policy & Procedure

The early year's foundation stage requires all providers to keep a record of complaints received and their outcomes.

At *Little Beans* we pride ourselves as a team on offering a first-class service to the local community. We work in partnership with parents and families so that all children's needs are met, and they can feel secure and flourish from strong foundations. We have an 'open door' ethos at *Little Beans* and feel that by working closely with you as parents/carers to enable us to have strong working partnerships that if there was a problem that arose that all parents/careers would feel they could approach any member of staff at any time. We would then rectify anything that has been discussed immediately.

### **Procedure**

If you felt like a complaint to staff has not been suffice then you would need to complain to the Manager, Tarnya O'Brien, or in her absence the deputy manager. If you feel that your complaint has not been appropriately dealt with you may also put a complaint in writing – All written complaints will be dealt with within 28 days of having received the complaint and notify the complainant of the investigation outcomes. Depending on the nature of the complaint *Little Beans* will investigate the complaint ourselves or pass it on to Ofsted to investigate. There is a complaints folder which holds all complaints and their outcomes and this is made available to Ofsted upon request.

If you feel that the complaint is too serious to speak to *Little Beans* about, that *Little Beans* is not meeting the EYFS requirements or you have followed the above procedure and are still not happy with the investigation outcome then Contact Ofsted.

Ofsted contact number 0300 123 4666

Ofsted by post: Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## Record Keeping & Complaints Handling: Confidentiality & Retention Record Keeping Policy

The welfare requirements set out to ensure the safe and efficient management of the setting and to help ensure that the needs of all children are met that providers must maintain and retain records and share information with parents, careers, other professionals working with children, the police, social services and Ofsted. *Little Beans* use the Preschool Learning Alliance 2018 guidance in line with the new GDPR regulations for retaining records.

Records must be easily accessible and available. Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.

All information at *Little Beans* on children, families and any person working at *Little Beans* is kept securely and treated in confidence. Information will only be shared if the parents/carers give their permission unless there is a Child Protection issue where to not share information would cause harm or put someone at risk – please refer to the Safeguarding Policy. Parents/carers have the right to inspect all records about their child at any time.

At *Little Beans* we ensure that confidentiality is discussed, and staff are aware of the importance of confidentiality at staff induction.

At *Little Beans* we are aware of our responsibilities and adhere to the GDPR (for more information see *Little Beans* GDPR Policy).

At *Little Beans* we ensure that all staff knows the need to protect the privacy of the children in their care as well as the legal requirements set out to ensure that information relating to the child is handled in a way that ensures confidentiality. All staff all know the importance of confidentiality.

At *Little Beans* there is a private place where staff/ parents/carers and other professionals can go to talk in confidence.

At *Little Beans* we maintain a record of parents/carers details and emergency contact details of the child's GP and appropriate signed consent forms.

If a child at *Little Beans* is identified as a child in need (section 17 of the Children's Act 1989) or a child at risk (section 47 of the Children's Act 1989) we will with the appropriate permission, give appropriate information to referring agencies.

We at *Little Beans* expect parents/carers to inform us of any changes in the child's home, circumstances, care arrangements or any other change which

may affect the child's behaviour such as a new baby, parent's separation, divorce, new partner or bereavement.

At *Little Beans* all significant incidents are recorded in an accident book and will be shared and discussed with parents so that together we can work to resolve any issues.

As a provider *Little Beans* must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in our care and any action we may have taken within 14 days of an incident occurring.

If *Little Beans* is in need of support or advice regarding a serious illness or incident involving a child in our care we may contact Morton Michel our insurance company who will log information regarding the incident with regard to their safeguarding policy. A Morton Michell designated officer will be assigned to our case and all the information given to them will be kept confidential unless there appears to be a child protection issue which will be reported accordingly – please see our Safeguarding Policy.

If at *Little Beans* there is an accident or incident involving a child in our care and may result in an insurance claim we will contact our public liability insurance provider to discuss the case and be allocated a claim number. This may involve discussing details of the child in our care with a third party. We at *Little Beans* use Morton Michel and the total life of the policy is 21 years and 4 months to enable a child to make a claim against the policy later. All information that is stored on a computer will be secured with a password. On occasion files may be stored on memory sticks which will be locked away when not being used.

We at *Little Beans* we have signed up to the ICO the commissioner office which is the UK's independent public authority set up to uphold information rights. The Data Protection Act 1998 requires every organisation processing personal information to register with the ICO.

## **Record Keeping & Complaints Handling: GDPR Policy & Procedure**

### **GDPR replaces the previous Data Protection 1998 and record keeping.**

The welfare requirements set out to ensure the safe and efficient management of the setting and to help ensure that the needs of all children are met that providers must maintain records and share information with parents, careers, other professionals working with children, the Police, Social services and Ofsted.

GDPR is a new EU regulation covering Data Protection and stands for General Data Protection Regulation. The GDPR is applicable from the 25<sup>th</sup> May 2018 and replaces the current Data Protection act 1998 and the Electronic Communications Regulations 2003.

At *Little Beans* we require personal data on the children and their families such as work places, contact details, medical information and permissions.

We also require similar information about staff including qualifications, DBS numbers, contact details and medical information.

Records must be easily accessible and available. Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them.

When a child first starts at *Little Beans* parents and carers will complete our prospectus where they are asked to read and to sign to give permission for us to hold and share relevant information regarding their child with other agencies eg – health visitor.

Staff are also required to sign to give us permission to hold information on them as well.

Tarnya O'Brien and Sebrina Drew are appointed the leads on data protection at *Little Beans* Garland. The setting is also registered with the ICO (Information Commissioners Office). We hold annual audits (August) on all personal data held and destroy, by shredding, anything that is not required by us anymore.

At *Little Beans* we understand that all staff and parents have a right at any time to view the data that is held on them and request for it to be deleted or amended if the information is incorrect.

We also expect other agencies that we work with to also have plans in place for GDPR compliancy.

Photos of children will be deleted from all cameras, memory sticks and laptops every 6 months.

Accidents/incidents etc must be kept until the child reaches the age of 21 years old in case of a claim. These files will be archived and only accessed by management after the families have left the setting. We will also have permission from the parents to keep their information for this period of time, this is gained in the prospectus.

If there have been safeguarding records kept on a child or their family, then these must be kept until the child reaches the age of 24 years old.

At *Little Beans* staff are not permitted to take any information regarding children or their families off site at any time.

All information on children, families and anyone working at *Little Beans* is kept securely and treated in confidence. Information will only be shared if the parents/carers and co-workers give their permission unless there is a Safeguarding issue where to not share information would cause harm or put someone at risk – please see our Safeguarding policy. All details will be kept confidential and records are kept secure. The details are easily accessible if any information's required for inspection by Ofsted in England. Parents/carers have the right to inspect all records about their child at any time.

At *Little Beans* our certificate of registration is displayed and available for all parents to see on the notice board.

At *Little Beans* we are aware of our responsibilities and adhere to the GDPR 2018 and the Electronic Communications Regulations.

At *Little Beans* we ensure that all staff know the need to protect the privacy of the children in their care as well as the legal requirements set out to

ensure that information relating to the child is handled in a way that ensures confidentiality. All staff all know the importance of confidentiality.

At *Little Beans* there is a private place where staff/ parents/carers and other professionals can go to talk in confidence.

At *Little Beans* We Maintain records and ensures that information is shared. All records will be kept securely and safely in locked filing cabinets in the office upstairs.

If a child at *Little Beans* is identified as a child in need (section 17 of the Children's Act 1989) we will with the appropriate permission, give appropriate information to referring agencies.

At *Little Beans* all significant incidents are recorded on an accident or incident form and will be shared and discussed with parents so that together we can work to resolve any issues

As a provider *Little Beans* must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in our care and any action we may have taken within 14 days of an incident occurring.

If at *Little Beans* there is an accident or incident involving a child in our care and may result in an insurance claim we will contact our public liability insurance provider to discuss the case and be allocated a claim number. This may involve discussing details of the child in our care with a third party. We at *Little Beans* we have signed up to the ICO the commissioner office which we will register with annually. It is the UKs independent public authority set up to uphold information rights. The GDPR 2018 requires every organisation processing personal information to register with the ICO.

### **NHS Track and Trace – Covid-19**

The law on protecting personally identifiable information, known as the General Data Protection Regulation (GDPR), allows Public Health England to use the personal information collected by NHS Test and Trace Service.

Therefore, if required to do so by the NHS Track and Trace Services, Little Beans will provide the contact details of all children and adults that have been in close contact with anyone that has tested positive for Covid-19 within the setting.

This is in accordance with Article 6(1)(e)of the GDPR '*processing is necessary for the performance of a task carried out in the public interest*'.

For more information please see the following government guidance.

<https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works#how-nhs-test-and-trace-service-works>

<https://contact-tracing.phe.gov.uk/help/privacy-notice>

### **H&S: Absences Policy**

At *Little Beans* absences are very serious, we monitor absences for multiple reasons such as funding and the safeguarding and welfare of the children.

This enables *Little Beans* to support each and every child to reach their full potential and to meet and support their developmental outcomes.

Should your child be unable to attend *Little Beans* on their nominated sessions, we would ask that you give an explanation by phone call or email at the earliest opportunity. Children's attendance will be monitored closely and is recorded in the child's file.

At *Little Beans* we monitor the length of holiday absences which may go over certain time frames as they may breach the terms and conditions of funding set out by the local borough. We also monitor the length of absences in line with the welfare and safeguarding of each child.

### *Little Beans* Procedures

If a child does not attend the setting within half an hour of their session start time and *Little Beans* have had no prior knowledge to this absence. A member of the team will contact parents for clarification and in the event the parents are unreachable then we will contact the emergency contacts for clarification. This is then passed on to the DSL, DDSL, admin and office. This is then noted into the child's file.

*Little Beans* keep an accurate register for each age group which are monitored daily by the DSL or DDSL. An accurate written record is also written in each individual child's file for both absences which have been notified to *Little Beans* and absences which have not been notified.

The DSL or DDSL will contact the Local Authority Early Years Funding Team and if necessary, the Children's First Response MASH (Multi-Agency Safeguarding Hub) to inform them of the child's absence if we deem a concern regarding the welfare of the child.

### **H&S: Lost, Missing or Unaccompanied Child - Policy & Procedures**

At *Little Beans* all children will always be safely supervised and kept within the staffing ratios that are set out in the welfare requirements.

At *Little Beans* Risk Assessments are done of the premises every morning. At *Little Beans* we teach all children about safety as children are encouraged to do risk assessments with the staff.

At *Little Beans* all staff are trained and implement the policies and procedures so the child's safety is always paramount.

At *Little Beans* we have thorough risk assessments to ensure all resources and the environment are safe by minimising risks, i.e. the premises being secure always and staff maintains the door at drop off and pick up times.

We have a schedule of roles and responsibilities so that all staff know their duties to illuminate the risks within the setting – such as a lost or missing child.

In the event of a child going missing or being lost *Little Beans* will;

Inform all staff that a child is unaccounted for.

All staff to be involved in looking for the child, but must ensure the adequate supervision of the other children.

The parent will be informed and the police notified as soon as the areas have been checked.

The Manager and DSL, Tarnya O'Brien will complete a full investigation whereby the whereabouts of all staff will be ascertained and reports written by all staff.

In the event of a child arriving unaccompanied at *Little Beans* we will;

Contact the parents to inform them. If they do not answer then we will try the emergency contact numbers that we hold. If we cannot get in contact with any parent/care we will phone Children Social Care. Even if the parent is contactable the incident must be reported to Social Care.

**At *Little Beans*** our staff will ensure during this time your child is safely looked after.

**At *Little Beans*** we ensure that a child in this circumstance would be reassured, kept calm and will be safely looked after.

There will always be a minimum of two staff with the child until they are collected.

## H&S: Evacuation - Policy & Procedure

### Policy

At *Little Beans* it is our policy to make sure that in the event of a fire or a danger within the setting that we make sure that the child's safety is our first propriety. In the event of a fire or everyone leaving the building we will carry out the following procedure.

### Procedure

1. Stay calm and keep the children calm
2. Gather the children together, in each room, carrying any children that are unable to walk to the group.
3. Do the headcount, ensuring that everyone is together
4. Take the fire grab bag with all registers, staff and visitor sign in. Emergency contact details, a whistle and a rope for all the children to gather inside, and a mobile phone will be in the grab bag
5. As a group make way to the nearest safe exit either out the main doors, side doors or exit through the kitchen – whichever is safest

6. Once everyone is safely outside the building and gathered at a safe place and all children inside the rope, call the register for staff and children
7. Call 999
8. We will stand in the safe place until the emergency services have arrived
9. Contact all parents and ask that they collect their child

We at *Little Beans* will carry out random fire drills and evacuation procedures with staff and children so that if there is a real fire the staff and children will know what to do and will not panic. We will carry out the same procedure as above. We will always ensure that the fire escapes are clear. The local fire service come in to *Little Beans* every 6 months to complete the appropriate checks to ensure the safety of equipment such as fire alarms, fire extinguishers and fire blankets.

### H&S: Fire Drill - Policy & Procedure

We at *Little Beans* comply with the welfare requirement of safety, suitability of premises, environment and equipment. It states that providers must take reasonable steps to ensure the safety of children, staff and others on the premises in the case of fire or any other emergency.

We at *Little Beans* comply with the requirements of the health and safety legislation including fire safety and hygiene requirements. We at *Little Beans* know the basis of fire safety is risk assessment. These are carried out by a 'competent person'. The fire safety risk assessment has been completed by abbey fire contact details Tel: 01202 679461. This follows the Fire Safety Risk Assessment – Educational Premises document.

We at *Little Beans* we ensure that we have the correct fire detection and control equipment and all equipment is checked regularly by Advance Fire Systems Ltd and in good working order. We have smoke detectors, fire alarms, Fire blankets, fire extinguishers and fire doors.

We at *Little Beans* have clearly identified fire exits to all staff, children and visitors they are the front and back doors. All staff is shown these when new to *Little Beans*.

We at *Little Beans* ensure that 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 as the induction process
- Practised on a regular basis with staff and children

- Records are kept of fire drills and the servicing of fire safety equipment.

We at *Little Beans* ensure that all fire doors are clearly marked, free from obstruction and easily opened from the inside.

We at *Little Beans* have an emergency evacuation procedure – **please see Evacuation Policy and Procedure**

We at *Little Beans* we practise fire drills at least every term, when new children and staff/volunteers start so everyone can get used to the fire procedure. We at *Little Beans* will record any fire drills and include the following details:

- Date and time of the drill
- How long it took
- Staff present
- Children present and their ages
- Whether there were any problems that delayed evacuation; and
- Any further action to improve the fire drill.

We at *Little Beans* will ensure that if a fire is detected or a smoke alarm sounds then it is the priority to evacuate the children from the building.

## H&S: Outings - Policy & Procedure

We at *Little Beans* comply with the welfare requirements that set out that children must be kept safe whilst on outings. Providers must assess the risks or hazards which may arise for the children and must identify the steps to be taken to remove, minimise and manage those risks and hazards.

It is always our policy at Little Beans to keep children safe including when on outings, in order to do this, we will ensure that:

1. Maintain the correct adult: child ratios set out in the welfare requirements
2. Carry out a trial run and full risk assessments of the proposed outings
3. Obtain written parental/carers permission for children to take part on an outing and regular outings into the local community
4. Take essential records and equipment for each child on outings as necessary, including contact telephone numbers for parents, emergency contact details, first aid kit and a mobile telephone.
5. Keep record for parental/carer inspection of any vehicles in which children are transported, including insurance details, MOT, and a list of named drivers and license details.
6. Ensure that any driver transporting children in their own vehicle has adequate insurance cover

7. Adhere to the lost children policy and procedure and make parents aware of the procedures in that procedure.

## Food & Drink - Policy & Procedure

We at *Little Beans* comply with the welfare requirements that set out that when children are provided with meals, snacks and drinks, they must be healthy, balanced and nutritious. Before a child is admitted to *Little Beans* we obtain information about any special dietary requirements, preferences and food allergies the child has, and any special health requirements. Fresh drinking water is always accessible and available. Those responsible for the preparation and handling of food have food safety qualifications and are competent to do so.

We at *Little Beans* will:-

1. Obtain, record and act on information from parents/carers about a child's dietary requirements, allergies, food preferences and any special health requirements.
2. Ensure that fresh drinking water is always accessible and available.
3. Ensure that when parents/carers provide meals for children at the setting they come with a cool box to keep food chilled or we will put food in an appropriate chilled storage.
4. Give guidance to families on healthy eating and promote this, for example supplying recipes for parents and carers.
5. Ensure that there is an area adequately equipped to provide healthy meals, snacks and drinks for children as necessary.
6. Ensure that staff preparing and handling food have a relevant food safety and hygiene certificate.
7. Ensure that all food is kept in an appropriate food storage area.
8. Ensure that children will be provided with healthy meals and other healthy snacks and drinks as recommended by the food standard agency literature.
9. As a provider of meals and snacks we are aware of our responsibilities under food hygiene legislation and comply with the Safer Food Better Business (SFBB) and use their guidance and the food standards agency. This includes if necessary, registering with the relevant local authority environmental health department. We are happy to have our premises inspected by a food safety officer.
10. Ensure that any animals are kept out of the food preparation area (e.g guide dogs)
11. Ensure that baby changing facilities will not be near food preparation areas.
12. Ensure that laundry will not be carried out during times of food preparation and any soiled clothing or detergents will not meet food preparation areas.
13. If there is an outbreak of food poisoning which affects two or more children looked after on my premises we will notify Ofsted as soon as possible but within 14 days of the incident occurring in order to comply with regulations.

14. Keep all food receipts, including those under the value of £10, so that if there is an outbreak of food poisoning on our premises we will be able to trace the outlet where the food was purchased.
15. Ensure that there are food systems in place to ensure high levels of hygiene i.e. day dot systems; colour coded chopping boards, gloves and aprons when preparing food, hair tied back etc.
16. At Little Beans we understand that part of our duty of care to safeguard the children in our care from unnecessary harm due. We believe this includes staff having hot drinks e.g. tea and coffee, in the room with the children which could potentially spill and hurt/ burn the children. In order to prevent this from happening the staff at Little Beans will ensure that any open mugs of hot drinks are kept out of children's reach by keeping them in the kitchen or in the office. Little Beans provides some closed top flasks which staff can use to have hot drinks in the kitchen as long as they are kept up on the worktop out of the children's reach when not being drunk from. Little Beans also suggest to staff that they allow their drinks to cool for a few minutes before drinking them to ensure the liquid is not hot enough to burn themselves or anyone else.

### **Packed Lunch/Food from Home - Policy & Procedure**

At Little Beans we are committed to promoting healthy eating, maintaining high food safety standards, and protecting all children in our care from allergens and cross-contamination. Babies and young children are especially vulnerable to bacteria and food poisoning.

This Little Beans policy outlines the procedures and expectations for parents/carers who choose to provide food from home for their child and where opting out of the consumable fee's and food packages. The aim is to ensure all meals brought into the nursery are safe, nutritious, and align with our health, safety, allergy, and environmental guidelines.

To ensure the safety of all children and staff, any food brought from home must follow the requirements set out below.

#### **Little Beans General Food Safety Requirements**

The following guidelines are based on Food Standards Agency (FSA) recommendations and must always be followed:

- Food prepared at home must be cooled within 2 hours of cooking and then refrigerated.
- Food stored in the fridge must be eaten within 2 days of cooking.
- Rice must be cooled within 1 hour, refrigerated, and eaten within 24 hours.
- Food brought into the nursery must not have been reheated previously.
- Frozen food is not permitted. If food has been frozen, it must be fully defrosted (in line with current legislation) before being brought in.

- All food must be handed directly to the staff member collecting your child at the door, not placed in bags. This ensures it can be correctly labelled and stored.
- Food must be provided in a leak proof, lidded container, clearly labelled with your child's full name and a list of contents.
- All food must be clearly labeled with your child's full name.
- All food must be clearly labelled for each meal time; ie breakfast, morning snack, lunch, afternoon snack or light tea.
- There must be adequate food for each meal time to fill your child's appetite

### **Inspection and Removal**

- All food items must be suitable for your child's age and promote a balanced, nutritious diet in line with NHS guidelines.
- Staff will inspect food from home daily to ensure compliance.
- Food that does not meet the standards set out in this policy will be removed and discarded, and the full food package fee will be applied and charged automatically.
- If food is not provided for a required mealtime, a nursery meal will be supplied, and charges will apply.
- Children are not permitted to share food. This is to protect children with allergies and food intolerances.

### **Allergy and Dietary Compliance**

- All food from home must be free from known allergens identified in your child's care plan.
- Meals must not pose a cross-contamination risk to other children.
- Failure to follow allergy-related policies may result in food being immediately discarded for the safety of all children.

### **Food Preparation and Choking Prevention**

Food must be prepared in line with your child's age and stage of development, following **Early Years Food Cutting Guidance** (FSA) and NHS recommendations.

### **Prohibited Foods**

- Popcorn
  - Marshmallows
  - Jelly cubes
  - Hard sweets or sweets of any kind
  - chocolate
  - Seeds or nuts (**we are a strictly nut free setting**)
  - Sesame
  - Rice drinks
  - Juice or squash
  - Foods containing alcohol or caffeine
  - Raw shellfish or undercooked meats
  - Raisins (under 12 months)
  - Honey (under 12 months)
- 2.

### **Preparation Requirements**

- Remove all pips and stones from fruit.

- Cut small, round foods (e.g. grapes, cherry tomatoes, cocktail sausages) lengthways into quarters.
- Cut large fruits (e.g. melon) and hard fruits/vegetables (e.g. apples, carrots) into thin slices, not chunks.
- Cheese must be cut into strips, not chunks.
- Remove all bones from fish and meat.
- Peel hard fruit and vegetables (e.g. apples) for children under 12 months.

This policy is based on national best practice, including:

- *Eat Better, Start Better* toolkit
- Early Years Foundation Stage (EYFS) requirements
- NHS guidance
- Food Standards Agency recommendations
- Government website guidance

### Breast & Bottle Feeding - Policy & Procedure

At Little beans each child's individual needs will be discussed with parents to ensure that these are met and that we are working together to provide the best care for your child. Parents should advise us of any changes to their child's routine including changes to feed times and quantities of milk being fed. All milk feeds will be prepared as and when they are required by the individual child and not as part of the nursery routine.

Little Beans welcomes parents who are breast and bottle feeding their children and will make every effort to accommodate their needs. We are happy to accept breast milk that has been expressed and are able to store this milk as advised by the parent and within our procedures as set out below.

**Parents must** provide us with a suitable empty sterilised bottle each day to be used for feeds as required. All bottles should be clearly labelled with the child's name. Other than where supplying breast milk in a bottle, no pre-prepared feeds should be provided – the Little Beans baby team will make up fresh feeds when they are required – this is to reduce risks of contamination and illness.

**Where a child is to have formula milk**, parents can either provide formula in (1) an airtight and sealed, pre-measured container for each feed for that day or (2) an unopened container of formula powder (as purchased) which can be stored in our kitchen or (3) ready to use cartons of formula milk. All formula milk must be clearly labelled with the child's name and in the case of (2) we will date it with the date the container is opened as it must be used within one month of opening as per manufacturer's instructions.

**Where a child is to have breast milk**, Little Beans will work with parents and carer's preference and accommodate both fresh and frozen breast milk. Parents should either

- (a) Provide enough bottles of fresh breast milk for the day. The bottles should be sterilised before use and airtight with lid on and the child's name clearly labelled as well as the date and time the breast milk was expressed. Breast milk can only be stored and used for 24 hours.

Bottles of expressed breast milk will be put in the fridge straight away and stored between 2 and 4 degrees. You will need to provide bottles for feeding as above. This milk will be returned to the parents/carers at the end of the day/session unless instructed otherwise.

- (b) Provide sterile milk bags are clearly labelled with the child's name and date and time of expressing to be frozen or already frozen. Little Beans will then store this in a designated space in the freezer. We then will defrost the breast milk under running water or by sitting it in a jug of water before measuring out the milk into the sterilised bottle for the child. Parents will be required to provide sterilised bottles for feeding as above. Frozen breast milk will be used within 6 months of expressing as per NHS guidelines.

The Little Beans baby team will ensure that the child's 'My Day' report will be filled in accurately so that the parent can be informed of the child's milk intake for that day.

When bottles need to be prepared the Little Beans team will adhere to the following procedures:

1. Wash hands thoroughly using soap. Put on gloves and apron.
2. Clean and disinfect the work surface that is being used for the milk preparation.
3. **Formula milk** – check the formula is the correct milk for that child; prepare the required amount of milk following parent's instructions and manufacturer's instructions – either from the pre-measured powder container, carton of ready to use formula or container of formula labelled for that child – check the date the container was opened as any formula must be discarded one month after opening. When making milk using formula powder, boil water in the kettle; once boiled leave it to cool slightly; carefully pour correct amount of boiled water into the sterile bottle and put teat and lid on tight; leave bottle of water to cool for a minimum of 20 minutes before adding the formula powder. Leave bottle to cool until it reaches correct temperature – body temperature/lukewarm.

#### 4. **Breast milk**

**Refrigerated:** check the expressed milk is the correct milk for that child; check the date and time of express and discard if breast milk was expressed over 24 hours ago. Express milk may already be in a sterilised bottle or you may need to pour expressed milk from a sterile milk bag into a sterilised bottle labelled for that child. Return milk bag to fridge once you have poured out required measure of milk for that feed.

**Frozen:** check the expressed milk is the correct milk for that babe; check the date and time of express to ensure this date is within 6

months. Little Beans will either defrost frozen breast milk slowly in the fridge before giving it to the child, or defrost it by putting it in a jug of warm water or holding it under running warm water. Little Beans will not re-freeze milk that's been defrosted.

5. The temperature of the feed should be checked before it is given to the child. Staff should test the temperature by pouring a few drops on the inside of their wrist. The milk should be at body temperature – it should feel lukewarm on the skin but never hot. A sterilised temperature probe can be used for checking the temperature of breast milk if preferred. In this instance, Little Beans will use 37 degrees Celsius as the optimum temperature for feeding. If the feed needs to be cooled down, then this should be done by running the bottom half of the bottle under a cold tap with the lid and teat firmly in place.
6. Milk which has been overheated above 40 degrees as per NHS recommendations will be discarded and the parents informed.
7. Once the feed is at the correct temperature it may be given to the child.
8. Any milk left over from the feed should be discarded (within one hour if breastmilk and within two hours if formula milk). All bottles must be rinsed out and washed to be returned to parents at the end of each day.
9. The Little Beans team will record the amount of milk the child drank and the time of each feed on the child's 'My Day' observation. This will also be verbally communicated to parents/carers at pick up after their child's session.

During a feed babies will never be left unsupervised. A member of the Little Beans baby team (if possible their key person) should hold the child and sit on the chair in the baby room. The team are not required to wear gloves or aprons when feeding bottles to babies – we feel it is important to make babies feel comfortable and relaxed and to feed them in a 'home like' environment.

## **H&S: Rest and Sleep Policy**

At *Little Beans* we operate a rest and sleep policy which ensure the safety of all the children who sleep and rest whilst in our care. We ensure we follow the guidance set out by Early Years Foundation Stage and NHS Sudden infant death syndrome (SIDS).

When a child join's *Little Beans* parent's and carers are asked during their first settling in sessions about their child's sleeping patterns and comforts, this is then added into the child's individual file and shared with the team.

*Little Beans* have a daily sleep chart to document which children are resting/sleeping, the moment they have been placed down for a rest/sleep, when the child has fallen asleep and when the child has woken up. From the moment the child is placed down for a rest/sleep staff are monitoring the children every 5 minutes. During each check the staff member are signing the sleep charts.

Every child is always placed on their back when being supported during sleep time. If a child turns over during their sleep we allow the child to find their own sleeping position however, *Little Beans* always lay the child on their back when first placing them to rest and are monitoring the children every 5 minutes.

Children who sleep in a cot are placed in the "feet to foot" position – with their feet touching the end of the cot. *Little Beans* only permit one baby to sleep in a cot at any given time, except in the event of an emergency or during a fire drill to which the fire cots are used.

All children are to use Cellular Blankets to allow air flow at all times which are provided by *Little Beans*. All blankets and cot sheets are washed on a daily basis and children are provided fresh sheets each sleep time.

*Little Beans* ensure that all the children are supervised to ensure they do not become too warm or cold and that the room temperature is between 16 to 20 degrees Celsius.

For the children who sleep on sleep mats they are placed head to toe to stop cross contamination of germs during sleep, for example if a child coughs in their sleep. This policy is in line with the following sections of the EYFS Statutory Framework:

- Section 3: The safeguarding and welfare requirements
- Paragraph 3.59: "Children must usually be within sight and hearing of staff and always within sight or hearing."
- Paragraph 3.60: "Sleeping children must be frequently checked to ensure they are safe."

## **H&S: Illness & Infectious Diseases – Policy & Procedure**

We at *Little Beans* comply with the welfare requirements that set out that the provider must promote the good health of the children attending the setting and take the necessary steps to prevent the spread of infection, and take the appropriate action if children are ill. *Little Beans* use the Spotty Book guidance.

We at *Little Beans* keep a copy of the guidance on infection control in schools and other childcare settings by the Public Health England which states:

- 'Prevent the spread of infections by ensuring:*
- 1. routine immunisation*

2. *high standards of personal hygiene and practice, particularly hand washing*
3. *maintaining a clean environment'*

This document also sets out the recommended exclusion periods for certain infectious illnesses.

We at *Little Beans* will discuss and keep a record of the arrangements for the exclusion of a child should they become ill whilst at *Little Beans* with the parents during the settling in period.

We at *Little Beans* promote hand-washing in warm soapy water before eating or handling food, after using the toilet and after coughing and sneezing.

We at *Little Beans* use paper towels after washing hands so they are disposable and reduce the risk of spreading germs.

We at *Little Beans* promote the use of tissues for children with coughs and minor colds. All spillages of bodily fluids will be cleaned up immediately and we will wear disposable gloves and aprons when dealing with intimate care such as toileting and nappy changes. Aprons and gloves will be disposed of after each use of each child.

We at *Little Beans* will ensure that any pets or animals on the premises are safe to be around children and do not pose a health risk.

We at *Little Beans* ensure that children who are excluded due to have an illness or an infectious disease such as severe cold or stomach upset will not be allowed to return until they have been free from illness for 48 hours. This is in order to minimise the risk of the transmission of an infection to other children or staff at *Little Beans*.

We at *Little Beans* ensures that if a child arrives at the setting with a disease or illness I believe to be infectious or that poses a risk to their children in the setting or staff we will expect the child not to attend until they have been well for the recommended period of time.

We at *Little Beans* ensures that if a member of staff is ill with an infectious disease they will not be able to work for the recommended period either to reduce the risk and minimise the risk of the transmission of an infection.

We will inform parents/ carers if any staff or children have been diagnosed with an infectious disease.

## **Procedure**

If a child becomes ill during their session at *Little Beans*, or we believe has an infectious illness or disease, e.g. a severe cold or stomach upset, we will carry out the following:

1. Contact the parents as agreed to arrange for the immediate collection of the child.
2. Ensure the child is excluded from *Little Beans* until they have been well for 48 hours, or in accordance with health authority guidelines
3. If we believe that a child at *Little Beans* is suffering from a notifiable disease, identified as such in the public health (infectious diseases) regulations 1988, I will act on advice given by the health protection agency and inform Ofsted of any action taken.

At *Little Beans* we believe that all children are entitled to the best start to life, a key factor of this comes from a child being well nourished and hydrated. Without this a child can show symptoms of lack of concentration, demotivated and low general moral. This can cause a child not to meet their full potential and thrive to their best abilities.

For babies under the age of 6 months, drinking water is boiled and left on the side in the kettle to be cooled down for 30 minutes before consumption, this is for both drinking and to make up formula feeds. Below is a references chart for babies aged 0-12 months recommended water intake.

0-6 months Exclusively breastfed	0-6 months Formula fed	6-12 months All infants
No additional water needed	Might need extra water during hot weather. Use cooled, boiled tap water.	Introduce a small cup for sipping water at mealtimes. Use tap water.

*Little Beans* aim to offer 1-2 year olds between 1 – 1.2 litres of water a day, children aged 2-3yrs *Little Beans* aims to provide between 1-1.3 litres a day, and those aged 4-8yrs we aim to provide roughly 1.6 litres a day.

At *Little Beans* we provide fresh drinking water which is available at all times throughout the day in jugs which are accessible for the children to be able to independently pour a cup of water themselves. In addition all children have their water bottles to drink from. For the babies their water bottles are kept within eye sight of the children who are able to direct themselves to the water station, collect their bottle and have a drink of water.

*Little Beans* also offers a variety of milk options which are suitable according to the child’s dietary needs and or preferences. Water intake comes in many forms as well as drinking water, children intake water from the consumption of fruit and vegetables which *Little Beans* provide during morning snack, lunch, afternoon snack and tea time. At *Little Beans* before a child starts we obtain, record and act on information from parents/carers about a child’s dietary requirements, allergies, food preferences and any special health requirements.

**H&S: Incident & Emergency - Policy & Procedure**

At *Little Beans* we comply with the welfare requirements that sets out that the providers must ensure that there is always a first aid box accessible, keep written record of any accidents, injuries and first aid treatment and inform parents.

**Policy**

It is our policy *Little Beans* that we keep children safe at all times when they are at *Little Beans*. The premises have been checked and meet the requirements of the Early Years Foundation Stage in England. We also regularly review, update and practise safety routines, including fire drills. We do daily and ongoing risk assessments to minimise any risk of danger.

All staff at *Little Beans* have a first aid certificate and are first trained and this is updated within every 3 years. We have several First Aid boxes at *Little Beans* and they are clearly labelled and easily accessible. They refilled after use and emergency contact numbers are with the first aid boxes.

We hold written permission from parents to seek emergency treatment for their child if it is needed and are kept in a locked filing cabinet in the office at *Little Beans*.

All incidents at *Little Beans* will be recorded in an incident book and reviewed by the DSL to put in place any changes necessary, for example changing the layout of the room, removing resources or identifying any safeguarding concerns.

As a registered provider *Little Beans* must notify Ofsted of any serious accidents, illnesses or injuries or the death of any child whilst in the care of *Little Beans* and any action we may have taken within 14 days of an accident occurring.

If an accident or incident involving a child whilst at *Little Beans* results in an insurance claim *Little Beans* will contact their public liability insurance provider to discuss the claim and will be given a claim number. This may involve discussing details of the child with a third party.

### **Procedure**

We at *Little Beans* first will reassure the injured child while making sure that the other children are safe.

We at *Little Beans* will then deal with the accident if possible, if not we will call 999 for help.

If we are able to deal with the incident ourselves then we will contact the child's parents/ carers immediately. If a member of staff has to accompany a child to hospital in an emergency situation we will contact their parents immediately to meet the member of staff at the hospital.

We at *Little Beans* will always do our best to make sure the children are safe, reassured and kept calm.

At *Little Beans* will inform parents/carers of any accidents or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given. At *Little Beans* all incidents will be recorded and serious incidents will be reported to Ofsted as soon as possible within 14 days.

We at *Little Beans* must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in our care, and must act on any advice from these agencies.

## H&S: Medicines - Policy & Procedure

At *Little Beans* we comply with the welfare requirements that set out that the providers must promote good health of children attending the setting. Providers must have a system in place for obtaining information about a child's needs for medicines, and for keeping information up to date and take the necessary steps to prevent infection and take appropriate action when they are ill.

As childcare providers at *Little Beans* we comply with the welfare requirements that sets out that the providers must comply with the welfare requirements that sets out that the providers must ensure that an effective procedure is implemented to meet the individual needs of a child when administering medicines, in order to achieve this we will do the following:

1. We at *Little Beans* ensure that when a new child is starting we gain all the relevant information about a child's needs including any medicines they may take and keep this information up to date.
2. We at *Little Beans* keep written records of all medicines administered to children.
3. We at *Little Beans* inform parents when medicine has been administered including the time and dosage.
4. We at *Little Beans* ensure all medicines will be stored in a high locked away cupboard and kept strictly in accordance with the product instruction and in the original container in which it is dispensed and clearly named.
5. We at *Little Beans* ensure to obtain prior written permission from parents/carers for each day and every medicine to be administered before any medication is given.
6. We at *Little Beans* ensure to work in partnership with parents to ensure the correct medication, dosage etc is given.
7. We at *Little Beans* ensure that if the administration of prescription medicine requires technical/ medical knowledge then we will attend the training from a qualified health professional. The training should be specific to the child in question and normally the child's key person.
8. We at *Little Beans* ensure that if any of the staff at *Little Beans* are involved in the administration of a prescription medicine that requires technical/medical knowledge then we will ensure that they have attended individual training from a health care professional, specific to the child in question.
9. We at *Little Beans* ensure that Prescription medication will only be administered to the child if it is prescribed for by a doctor dentist nurse or pharmacist and their name will be clearly on it.
10. We at *Little Beans* ensure that non- prescriptive medication such as pain and fever relief will only be administered with parents/carers previous written consent and only when there is a health reason to do so.
11. We at *Little Beans* ensure that we will never administer medicines containing aspirin to a child under the age of 16 unless they have been prescribed by a doctor.

12. We at *Little Beans* ensure that if we do not administer the medicine whilst the child is in our care we will inform parents of who will be responsible for the administration of medicines of their child.
13. We at *Little Beans* ensure if a child is in our care with a long term medical need then we will ensure that we and any co-workers have sufficient information about the child's medical condition and will work in partnership with parents to assist the administration of any prescribed medication.

We at *Little Beans* ensure that when administering medicines we keep a record of any medicines administered we will record the following...

1. the details of the product
2. the date and time of its administration
3. the name of the person and signature of who administered the medicine and the circumstances
4. A record of consent from parents/ carers
5. Any reactions the child had to the medication

### **H&S: Temperature - Policy & Procedure**

We at *Little Beans* ensure the safety and wellbeing of the children in our care is our utmost priority. We at *Little Beans* understand that children may fall ill within our care and have a system in place to ensure necessary action can be taken in these circumstances.

If a child has a temperature of 38C or more, then staff will take steps to reduce the child's temperature such as removing additional clothing e.g jumpers, cardigans, providing fluids to drink and staff will closely monitor the child. A child's parents/carers will be contacted to collect their child in these circumstances and staff will contact the parent/carer without delay.

*Little Beans* will gain permission from parents to use paracetamol suspension (Calpol 120mg/5ml) as per manufacturers instructions at their judgement to reduce high temperatures.

If a child sustains a temperature when they get home, they are unable to return to the setting for at least 24 hours from when the temperature subsided.

If a child's condition improves without the regular use of medication once home, and they have not sustained a temperature, then parents/carers are advised to contact Little Beans to discuss their child returning to the setting. These circumstances will be reviewed on a case-by-case basis and the decision falls with the nursery manager/nursery deputy.

### **H&S: Head Lice - Policy & Procedure**

At *Little Beans*, we are committed to maintaining a clean, healthy, and comfortable environment for all children, staff, and families. This policy outlines our procedures for managing cases of head lice to minimise disruption and prevent further spread.

Head lice are a common childhood condition and are not a sign of poor hygiene. However, to limit transmission, we require parents and carers to cooperate with our procedures.

At *Little Beans* we ensure the following...

1. Routine Monitoring

- Staff will remain vigilant for signs of head lice (e.g. persistent scratching, visible lice or eggs).
- Parents are encouraged to check their child's hair regularly and inform the nursery if head lice are found.

2. If Head Lice are Found

- If live lice or eggs are discovered during nursery hours, parents/carers will be contacted immediately and asked to collect their child as soon as possible.
- The child may return to nursery once treatment has been carried out effectively and all live lice and eggs have been removed.

3. Return to Nursery

- On returning, parents/carers must confirm that treatment has taken place and that the child's hair is free from lice and eggs.
- Staff may, with parental consent, check the child's hair to ensure that they are lice-free.

4. Treatment Guidance

- Information about appropriate treatments and combing methods will be made available to families on request.
- Parents are responsible for ensuring all family members are checked and treated if necessary.

5. Confidentiality

- Cases of head lice will be handled sensitively and confidentially.
- Other parents will be informed that there has been a case of head lice in the nursery, without naming the affected child.

**Parental Responsibility:**

Parents and carers are responsible for:

- Regularly checking their child's hair.
- Informing the nursery if head lice are detected.
- Ensuring prompt and thorough treatment.

## H&S: Risk Assessments – Policy & Procedure

At *Little Beans* we comply with the welfare requirements that set out that the providers must ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and must be able to demonstrate how they are managing risks.

We at *Little Beans* ensure we do a full premises risk assessment with all staff and any new staff on induction. This will be a team effort and ongoing so everyone is aware of the possible risks.

We at *Little Beans* ensure we do daily risk assessments checking the premises and grounds every morning, and throughout the day, ensuring that the premises are safe for children to use. These risk assessments will be documented and clearly stated who has completed them and are stored within the risk assessment folder kept within the office.

We at *Little Beans* ensure we will encourage the children to take part in risk assessments to make them aware and understand any risks and dangers and rules, to make them have a better understanding and self-awareness.

We at *Little Beans* ensure we will risk assess any environments that we take the children to. I.e. the local community or on outings.

We at *Little Beans* ensure we will ensure that if we are planning to take the children to a new environment that we will risk assess the environment in advance so we are aware of any potential hazards.

We at *Little Beans* ensure we will ensure all risk assessments are stored in a risk assessment folder and available for all parents/ carers to see on request.

We at *Little Beans* will ensure that when doing our risk assessments, we will document any actions or changes we implement to remove or minimise risks.

### **H&S: Prevention of Cross Infection & Waste Disposal – Policy & Procedure**

We at *Little Beans* ensure that all children have individual named nappies, wipes and creams for the prevention of cross infection in their own bags.

We at *Little Beans* ensure that all staff wear gloves and aprons when handling bodily fluids and these are to be disposed of after each use with a child.

We at *Little Beans* ensure that staffs have antibacterial hand gel and tissues available.

We at *Little Beans* ensure that all gloves, wipes and used nappies will be disposed of in two nappy sacks and put in bins away from the children until we can safely put them in the yellow clinical waste bins. All equipment will be stored away from children. After handling such items staff will wash their hands thoroughly with antiseptic soap. All children will be encouraged to carry out good hygiene practice which involves washing of hands after using the toilet, before and after eating.

We at *Little Beans* ensure that all children are encouraged to wipe their own noses and throw away tissues in the bin, and to cover their mouths and noses when they cough and sneeze.

We at *Little Beans* ensure that we set a good example by being good roles models to children and setting a good example by following the above policy.

We at *Little Beans* ensure that we teach children why and how we do these things for good hygiene practice so they can have a good understanding of how to stay healthy.

We at *Little Beans* ensure that we promote good hygiene by displaying signs and guides around the premises and symbol/picture signs to aid children when going to the toilet to wash their hands and talk about this to children.

### **H&S: Uncollected Child – Policy & Procedure**

**At *Little Beans*** we comply with the welfare requirements that set out that the providers must ensure that there is a procedure to be followed in the event of a parent and /or carer failing to collect a child at the appointed time.

**At *Little Beans*** if a child is not collected at the end of their session, we will try calling the parents/carers contact numbers. If they do not answer after a reasonable amount of time then we will try the emergency contact numbers that we hold. All emergency contacts must be over the age of 16 years old to be able to collect.

**At *Little Beans*** our staff will ensure during this time your child is safely looked after.

**At *Little Beans*** we will continue to try and contact parents/ carers and emergency contact numbers, but after a reasonable amount of time – 1 hour from the original agreed collection time, then we will contact the local authority duty social worker.

**At *Little Beans*** we ensure that a child in this circumstance would be reassured, kept calm and will be safely looked after.

There will always be a minimum of two staff with the child until they are collected.

### **Smoking Policy**

At *Little Beans* we request that our staff do not smoke before a shift or whilst on duty. Smoking consists of the use of cigarettes, rolled tobacco, pipes, cigars and e-cigarettes. The World Health Organization found that second-hand smoke is a real and substantial threat to child health. It causes a variety of adverse health effects including increased susceptibility to lower respiratory tract infections like pneumonia and bronchitis, worsening of asthma, middle ear disease, decreased lung function, and sudden infant death syndrome.

Our primary duty of care is to our children and where some children have asthma and respiratory problems, we may be putting them at further risk. As part of our commitment to safeguarding children we require staff to not smoke before and during their shift. If staff do choose to smoke before their shift then they must change all of their clothes and thoroughly wash their hands and face. We also request that staff do not smoke within two hours of starting a shift. None of the same clothes including coats can be worn to,

or at the settings. Staff that arrive and smell of smoke will be sent away for two hours unpaid. After two hours the risks to the children of second hand smoke have dramatically dropped and the staff member would be allowed back to the setting.

Management at *Little Beans* can suggest to staff ways of giving up and reducing smoking and can also signpost to outside agencies for further support. At *Little Beans* we encourage our children and our staff to have healthy lifestyles and this also includes whilst not at work. Staff welfare is important to the team and the management to ensure that everyone is healthy, this includes promoting a smoke free environment.

### Sun Cream - Policy & Procedure

When children start at *Little Beans* their parents are encouraged to bring in a bottle of sun cream to leave at *Little Beans*. If children do not have sun cream then their parents will be called to bring some in. If parents are unable to bring in sun cream for whatever reason *Little Beans* will apply their *Little Beans* sun cream. Parents will then be charged 25p if sun cream has been applied to their child. Parents are also given the option to pay £3.50 for the year for us to apply *Little Beans* sun cream. Staff applying sun cream must wear gloves and change for different sun cream or if the child has any lesions/scabs/skin irritation.

### Staffing - Recruitment of & Checks on Staff - Policy & Procedure

At *Little Beans* we comply with the welfare requirements that set out that the providers must ensure that people that are looking after children are suitable to fulfil the requirements of their roles.

Providers must have effective systems in place to ensure that practitioners and other people who have regular contact with children are suitable.

At *Little Beans* nobody will be allowed to work at Little Beans and have unsupervised contact with children unless:

1. they have had their suitability checked
2. proof of UK residence, work permit and eligibility to work in the UK
3. had a successful job application form
4. a successful interview
5. 2 successful references
6. forms of identification checked
7. training and certificates shown
8. a DBS completed- criminal record check
9. Read and understood and are going to implement the policies and procedures, risk assessments and prospectus.
10. Had an induction including health and safety and fire procedures

We at *Little Beans* ensure that all staff are aware that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children. This is applicable both before and during employment at *Little Beans*.

We at *Little Beans* ensure to record all information about staff qualifications, identity checks and vetting processes that have been completed. Each member of staff has a folder with all documentation in.

We at *Little Beans* ensure to keep in each of the staff's folders their name, address, DOB, contact telephone number, DBS reference number, the date the disclosure was obtained and details of the company and who obtained it.

We at *Little Beans* ensure that we meet our responsibilities as providers under the safeguarding Vulnerable Group's Act 2006, which includes a duty to make a referral to the disclosure and barring service where a member of staff is dismissed or left because they have harmed a child or put a child at risk of harm.

We at *Little Beans* ensure that if a registered provider or a child care worker is disqualified from registration they can no longer continue as an early year's provider in accordance with regulations made under section 75 of the Childcare Act 2006. The safety of the children is always paramount.

We at *Little Beans* ensure that all staff go on regular training to ensure that we offer a high quality provision and able to continue to gain knowledge to enable them to deliver the Early year's foundation stage at a high standard and competently so that children can reach their outcomes effectively.

We at *Little Beans* record all training and qualifications on each staff's files and make action plans to continue staff's personal development.

We at *Little Beans* ensure that all staff are aware of their roles and responsibilities daily and also within their input of the team.

We at *Little Beans* ensure that each member of staff has induction training which includes emergency evacuation and exits, all policy and procedures including safeguarding, child protection, equality policy and health and safety issues and the staff handbook.

We at *Little Beans* will ensure that as providers we will support all staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improve.

We at *Little Beans* ensure that all staff have accounts on CPD online and are encouraged and supported to look regularly on the Poole workforce development site and Nexus site and book on courses.

We at *Little Beans* ensure that when staff members go on courses and/or training they report back to their team's members on any information, updates and ideas that can be implemented into the setting.

We at *Little Beans ensure* that all new employees are booked on to safeguarding training appropriate to their role and first aid training if they have not already done so within their first 3 months where possible. Safeguarding and first aid will be updated every 3 years unless it is the DSL which will be updated every 2 years.

**At *Little Beans* we comply with the welfare requirements that set out that the providers must ensure that the manager holds at least a full and relevant level 3 qualification and at least all other staff must hold at least a full and relevant level 2 qualifications.**

At *Little Beans* we comply with the welfare requirements that set out that the providers must ensure that there is a named deputy who in their judgement is capable and qualified to take charge in the manager's absence.

At *Little Beans* the Manager is Tarnya O'Brien, and the director is Sebrina Drew. Annette Davies is the Deputy Manager, 2<sup>nd</sup> Deputy is Gemma Simons. Sebrina Drew (Director) and Maria Hayward (SENCO and DDSL) are also named as staff who are capable and qualified to take charge in the absence of the manager.

This policy relates to the specific part of the statutory framework Section 3 – Safeguarding and Welfare Requirements 3.28 : Staff: child ratios - Where it states: *In settings on the early years register, The provider must ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence.*

We understand that leaders will also have other commitments (e.g holiday and hospital appointments) that cannot be cancelled and therefore, this is another reason we have put this policy in place, to ensure all scenarios are covered.

**Our Leaders Team** – one of which are always on site as per our current policies.

Tarnya O'Brien – Manager and DSL

Annette Davies – Deputy Manager and DSL

Sebrina Drew – Director and DSL

Gemma Simons – 2<sup>nd</sup> Deputy, Office administrator and DDSL

Sue Mitchell – Baby Room Leader and DDSL

Maria Hayward – SENCO and DDSL

We at *Little Beans* ensure that every member of staff has a current paediatric first aid certificate to enable our staff to respond to an emergency promptly. We at *Little Beans* ensure that we have enough understanding of English to ensure the wellbeing of children our care. We keep all records in English, to liaise with other agencies in English. This enables us to lease with all outside agencies for the best interest of the child, to summon emergency help, and to understand instructions such as those for safety of medicines and food hygiene.

### **Staffing - Staff Supervision, Training & Development Policy**

We at *Little Beans* ensure that all staff on induction understands the policies and procedures, risk assessments, health and safety and evacuation procedures of the setting.

We at *Little Beans* ensure that all staff understand the importance of supervision by signing into a supervision agreement.

We at *Little Beans* ensure that there is an 'open door' ethos so all staff feel they are able to talk freely and ongoing on a day to day basis to gain advice, support, knowledge and continual improvement.

We at *Little Beans* ensure that we have monthly supervision with the Manager or Deputy Manager and individual staff in confidence/private to encourage

the confidential discussions of sensitive issues. The supervision will last up to 30 minutes and will be recorded in writing on a *Little Beans* supervision form. All records of supervision will be stored in the staffs file in our secure locked filing cabinet. Only the supervisor and supervisee will have access to the forms. Together a plan will be written and recorded with actions to provide support, coaching and training for the practitioners to ensure they feel equipped and able to fulfil their job role effectively.

At *Little Beans* expectations of the supervisee is always for them to be professional during supervision. They should be honest and cooperate and work towards their action points. The supervisee has a right to receive regular and effective and sensitive supervision. They will be treated as a professional and will be fully supported in their role.

At *Little Beans* we recognise the importance of effective supervision between all members of the staff team. The main reason of supervision is to improve outcomes for the children and to promote the interests of the child. Supervision also helps to build confidence and self – esteem of the staff and to improve team work.

We at *Little Beans* ensure that staff take part in peer observations every month. This is to encourage staff to develop their own ability to reflect on their daily practice and to share their own teaching practices within the team. After the observation the staff member who observed will provide constructive feedback to the staff member this will be logged and filed away appropriately. The Manager will provide support, and coaching enabling staff to have a continual improvement.

will observe the staff from time to time to identify if any support or any further training would be appropriate.

We at *Little Beans* ensure that we have a minimum of monthly team meetings to foster a culture of mutual support, this is a time for staff to share all relevant information regarding their own roles and responsibilities and any training.

We at *Little Beans* have a staff communication book so communication between staff is prioritised.

We at *Little Beans* ensure that supervision provides opportunities for staff to discuss any issues, concerns and suggestions – including child development or wellbeing. Identify solutions to address issues as they arise and that they can receive coaching to improve their personal effectiveness.

## Staffing - Ratios & Key Person Policy

At *Little Beans* we comply with the welfare requirements that set out that the providers must ensure that staffing arrangements meet the needs of all children and ensure their safety.

We at *Little Beans* ensure all always supervised. The welfare requirements states that children must usually be within sight and hearing of staff and always within sight or hearing.

We at *Little Beans* ensure that we do daily risk assessments – staff and children. And all staff are aware of policy procedures and risk assessments and health and safety.

We at *Little Beans* ensure that all staff have and know their roles and duties, also we implement a weekly rota of duties to ensure children's needs are always met.

We at *Little Beans* ensure that all parents are aware of new staff by the website, newsletters, prospectus and introduction.

We at *Little Beans* ensure that only staff that are competent and responsible are able to be provided in the ratios to adults: children.

We at *Little Beans* comply with the ratios set out in the welfare requirements:

There must be at least **1 adult: 3 children under the age of two**. At least one member of staff must hold a full and relevant level 3 qualification, and must be suitably experienced in working with children under two. At least half of staff must hold a full and relevant level 2 qualification. At least half or all staff must have received training that specifically addresses the care of babies.

There must be at least **1 adult: 4 children aged two**. At least one member of staff must hold a full and relevant level 3 qualification, At least half of staff must hold a full and relevant level 2 qualification.

There must be at least **1 adult: 8 children aged three and over**. At least one member of staff must hold a full and relevant level 3 qualification, At least half of staff must hold a full and relevant level 2 qualification.

*Little Beans* also consider the use for children aged three and over in registered early years provision where a person with Qualified Teacher Status, Early Years Professional Status, Early Years Teacher Status or another approved level 6 qualification, is working directly with the children there must be **1 adult: 13 children aged three and over**. This however is only used in emergency situations and preapproved by the manager and director.

We at *Little Beans* we assign each person a key person to ensure that every child's care is tailored to meet their individual needs. The child will be allocated a key person at the start of their time at *Little Beans* to ensure that the child can become familiar and secure with the setting and offer a settled relationship for the child and build good strong relationships with parents/carers. Everyone is to know who each child key person is and will provide visual aids of the around the setting.

### Staffing - Staff & Employment Policy

Staff will be disqualified from working at *Little Beans*, providing registered childcare or working in a registered childcare provision. The main causes of immediate disqualification would be:

Being on the list of persons barred from working with children held by the Disclosure and Barring Service (DBS)

Certain convictions or charges of an offence against a child

Convictions of charges of certain offences against adults

Being made the subject of a disqualifying order

Being made the subject of an order relating to the care of children, such as a child being removed from their care

Having registration as a child carer refused or cancelled

Living with someone who is disqualified

### **Working With Parents - Settling In & Parent Partnership - Policy & Procedure**

At *Little Beans*, we comply with the welfare requirements that set out that providers must ensure that they share information with parents.

We at *Little Beans* know the importance of working in partnership with parents. We provide a prospectus that we have filled up with information for parents about our setting and expect to gain as much information about your child as possible.

We at *Little Beans* offer as many settling in periods as your child needs to feel secure and ready to start *Little Beans* in confidence.

We at *Little Beans* ensure that we always make time to discuss parents/carers concerns about their child.

We at *Little Beans* have communication books to share information each day to enhance the parent partnership link we already provide.

We at *Little Beans* ensure that we have regular parent's evenings.

We at *Little Beans* ensure that we allow parents to access records kept on their child i.e. communication books, journals.

We at *Little Beans* encourage parents to participate in their child's journal by adding comments, pictures and information.

We at *Little Beans* expect parents to work with us and keep their child's key person informed of any changes to personal circumstances they may have an effect upon their children, e.g. changes of address, phone numbers, doctors, emergency contacts. Parents/carers will be made aware that all information they provide about their child are kept strictly confidential and treated on a strict need to know basis. (Please see Confidentiality and Data Protection Policy).

We at *Little Beans* ensure that we work with parents and have policies and procedures available so they are aware of our procedures for instance on a child being collected late (Late collection- please see our un-collected child policy)

### **Upset child Policy**

At *Little Beans* we believe every child has the right to feel valued, respected, and safe to express their emotions. We strive at *Little Beans* to create an environment where each child can freely explore their emotions. At *Little*

*Beans* we endeavour to support all child's emotions and find ways to support all children on an individually bases.

At *Little Beans* we believe that there is a reason behind every emotions show by a child. If a child becomes upset, each child can show this emotions in their own individual way. Some children may show this by crying or becoming withdrawn whereas other children may shout. At *Little Beans* the way we support children's emotions is in a variety of ways tailoring each approach according to the developmental age and stage of the child. We find the source as to why the child, firstly looking at if the child may be new and settling in or maybe the child has not had all their basic needs met such as but not limited to; is hungry, tired, thirsty or could even be developing a temperature. After Little Beans have found the cause of the child emotions we then support the child in understanding their emotions.

#### At **Little Beans staff support children's emotions by...**

1. Finding the root cause of why the child is showing these emotions and support accordingly.
2. Communicating with parents/carers.
3. Sand timers are used to support children when regulating their emotions, it shows the child a visual representations on time for example for children who may struggle during transitions times, the sand timers show the visual representation on how long the child has between transition onto the next part of their routine.
4. We provide book around emotions, these books are used during circle time and are placed around the room for the children to access as and when needed.
5. When speaking to the children all staff get down to the child level, they use calm and soothing voice when speaking to the child. If a child does not want a staff member in their bubble, the member off staff will sit by the child allowing enough space for the child to regulate their emotions and once the child is ready the staff member will speak to the child.
6. Staff allow each child to express their emotions in a safe manor, each room has their own safe space where children are able to take themselves off to have a quiet moment to themselves.
7. If a child is shown signs of being upset or distressed we use distractions methods according to the individual child's likes. Once the child is distracted the staff member will speak to the child to support their understanding on why they had become upset.

Partnership working is very key aspect in support a child's emotions, at *Little Beans* we work very hard in developing strong lines of communication with the parent's and carers. Building this line of communication can provide useful information regarding the child which will enable *Little Beans* to support and understand the child more.

## **SEN/D – Special Education Needs & Disability - Policy & Procedure**

At *Little Beans*, we ensure we have a fully inclusive provision that helps all children to reach their maximum potential and helps every child to grow, flourish and achieve.

We promote an inclusive practice that ensures all children who attend are included in all aspects of the setting.

We follow the Early Years Foundation stage Statutory Framework's set of principles and provide each of our *Little Beans* with 'equality of opportunity and anti-discriminatory practices, ensuring that every child is included and supported'

At *Little Beans*, the named SENCO (Special Educational Needs/Disabilities Co-Ordinator) Maria Hayward, is fully trained and will lead and support the team to ensure every child and their family is supported and all their needs are met.

We ensure that each child with SEN/D is included and treated equally within our setting in accordance with the Equality Act 2010.

In accordance with the Children and Families Act 2014, we understand the importance of the views, wishes and feelings of the child and their family. We promote their participation in any decision made and focus on achieving the best possible outcome for the child.

We offer support and guidance and ensure every family knows what help and support is available to them within the community (Family information service – Local Offer) We build strong positive relationships with parents and carers to ensure trust and mutual respect.

We work in collaboration and partnership with everyone involved with the child, ensuring all information is kept confidential. We follow the graduated response procedure set out by BCP Council to ensure the child and family receive the right level of support. We ensure we are working with the relevant information regarding a Poole Early Help Assessment (PEHA).

We continually monitor, review and evaluate our provision to provide continuity and high standards for all. We will make any reasonable changes to our provision and premises to meet the needs of a child who attends *Little Beans*.

We follow the SEN/D Statutory Code of Practice 0-25 (2015) to ensure that we create a 'culture of high expectations' and ensure that all aspects of the provision are accessible to all child and staff provide opportunities for every child to achieve.

We ensure that staff will keep a record of their key children with SEN/D and monitor, evaluate and assess their progress on a regular basis. We understand that the key person of any child with SEN/D will work closely with the child, their parents and families to make focused, achievable support plans, in order to close/narrow the gap in that child's development, in relation to the expected/average stage of development for their age. The SENCO will fully support the key person in their role.

The setting's SENCO will attend regular training and update briefings to ensure knowledge and guidance is up to date. The SENCO will ensure that all staff will receive updates.

## Behaviour and anti-bullying – Policy and Procedure

At *Little Beans* we comply with the welfare requirements that set out that the providers are responsible for managing children's behaviour in an appropriate way. Providers must not give corporal punishments to a child, and ensure that reasonable steps are taken to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child. Providers must keep a record of any occasion where physical intervention is used in a case where physical intervention was taken for the purpose of averting immediate danger or personal injury to any person including the child or to manage a child's behaviour if absolutely necessary. Parents and/or carers must be informed on the same day, or as soon as reasonably practicable.

We at *Little Beans* ensure that adults and children are treated with equal concern and are made to feel welcome and have a sense of security. We offer a high quality childcare service for parents and children. We recognise the need to set out reasonable limits, boundaries and rules to help manage the behaviour of children in our setting.

We provide a positive, happy and safe environment to the children at *Little Beans*. Children will be encouraged to develop social skills to help them be accepted and welcome in society as they grow up.

We at *Little Beans* ensure that no member of staff do not and will not, administer physical or any other form of punishment with the intention of causing pain or discomfort, nor any kind of humiliating or hurtful treatment to any child in our care.

We at *Little Beans* endorse a positive discipline as a more effective way of setting boundaries for children.

We at *Little Beans* ensure that staff keep up to date with behaviour management issues and relevant legislation by taking regular training and by reading relevant publications.

We at *Little Beans* ensure that parents/carers and staff have access to policies and procedures and take copies if they please.

We at *Little Beans* ensure that staff and children's key persons speak to parents/carers about their child's behaviour during settling in and agree methods to manage children's behaviour. These are discussed with parents/carers during initial visits before the child is due to start to ensure appropriate care can be provided.

We at *Little Beans* ensure that staff where possible meet the parent's requests for the care of their children according to their own family values and practices. The prospectus records all of these requirements.

We at *Little Beans* ensure that records are revisited and updated during regular reviews with parents.

We at *Little Beans* expect parents to inform us of any changes in the child's home circumstances, care arrangements or any other change which may affect the child's behaviour such as a new baby, parent's separation, divorce, new partner or any bereavement. All information shared will be kept confidential unless there appears to be a child protection issue.

We at *Little Beans* ensure that we offer regular meetings with parents to discuss their child's care and any issues or concerns, preferably when the child is not present. If we do not share the same first language of the child's, we will find a way of communicating effectively with them. This may involve seeking guidance from BCP Council Early Years Team. We may use photos, pictures or research key words of their first language.

We at *Little Beans* ensure that all staff work together with parents to make sure that there is consistency in the way the children are cared for. A consistent approach benefits the child's welfare and helps ensure that the child is not confused but secure and confident.

We at *Little Beans* ensure that staff will only physically intervene, and possibly restrain a child to prevent an accident, such as a child running into the road, or to prevent an injury or damage.

We at *Little Beans* ensure that all significant incidents are recorded in an incident book and will be shared and discussed with the parents of the child concerned so that together we can work to resolve any behavioural issues.

We at *Little Beans* ensure that we will work with children on their emotions and feelings. From time to time children may have difficulty in expressing themselves and feeling frustrated this is normal and part of children's development. We will talk about feeling and emotions and work with parents/carers.

We at *Little Beans* use distraction and re-directing children's activities to discourage unwanted behaviour.

We at *Little Beans* encourage children to be responsible by talking to children about choices and their possible consequences.

We at *Little Beans* ensure that staffs are consistent so that children know and feel secure within the boundaries and rules we set.

We at *Little Beans* ensure that children's self-esteem is protected by showing staff disapproval of their behaviour not the child themselves.

We at *Little Beans* ensure that if we have concerns about a child's behaviour which are not being resolved, we will ask for permission from the parents to talk it through with another childcare professional. We could contact the health visitor or the local Early Year's Team for confidential advice. Concerns that could identify a child are kept confidential and only shared with people who need to know this information.

We at *Little Beans* encourage positive behaviour and use books and songs to aid this.

We at *Little Beans* encourage positive discipline by:

1. Rewarding good behaviour through positive reinforcement
2. Encouraging self-discipline and respect for others
3. Setting realistic limits according to age and stage of development
4. Setting a good example
5. Encouragement and direction
6. Being consistent
7. Praise appreciation and attention

8. Building children's self esteem
9. Involvement
10. Implementing the *Little Beans* golden rules.

### **Anti- bullying**

We at *Little Beans* do not tolerate bullying between children, staff or parents. We recognise the difference between bullying and friendship issues. Bullying is sustained and planned where friendship issues need children to be supported in their personal social and emotional development in building relationships. Friendship issues are part of the normal development for a child in their early years.

It is our policy to ensure that no bullying is going on. Any incidents that we feel could be classed as bullying, shall be dealt with, with as much discretion as possible. Parents/carers shall be informed and the reason for bullying and how it shall be dealt with will be explored and dealt with by all parties involved.

We promote nurturing friendships between all children in our care. Creating a sense of belonging by taking behaviour which upsets the children very seriously. Encourage discussions talking and singing on book and songs about feelings and actions. Children to make their own rules.

### **Inclusion/Equal Opportunities - Policy & Procedure**

We at *Little Beans* ensure we follow the Equality Act 2010 which legally protects people from discrimination in the work place and in the wider society. The Equality Act 2010 sets out the different ways in which it is unlawful to treat someone.

We at *Little Beans* actively promote equality of opportunities and anti-discrimination practices for all children. We make sure that we treat all children with equal concern and respect.

We at *Little Beans* value and respect the different race origins, religious, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping. We will also not discriminate against children on the grounds of disability, sexual orientation, age, class, family status and medical status, and welcome anyone into our setting.

We at *Little Beans* provide equal chances for each child to learn and develop to their full potential, taking into account each child's age and stage of development, gender, ethnicity, home language and ability. We will always make reasonable adjustments to our provision in order to include children with SEN/D, so that all the children can access and get the most out of their time with us.

We at *Little Beans* provide and make sure that all children have access to a range of books, puzzles, resources and other toys and equipment which provide positive images and show the diversity of life in our society.

We at *Little Beans* challenge racist and discriminating remarks, attitudes and behaviour from the children in our setting and other adults, in a sensitive way. For example, using persona dolls and indirect group discussions and activities.

We at *Little Beans* always help children to feel good about themselves and others by celebrating the differences that makes our selves us and who we are. We at *Little Beans* join in different cultural celebrations throughout the year and encourage the children to share with the setting what they and their family celebrate.

## Funding policy

At *Little Beans* we pride ourselves on catering for all families and helping where we can to make sure we provide quality, affordable childcare. We accept 9-month old to 4-year-old funding for families to access across our variety of sessions on offer. However, we only have a limited number of funded-only places. Please enquire with our management team to see what sessions are available on a funded-only basis. Alongside this, if you fall within certain criteria, you can also claim additional funding such as Early Years pupil premium or deprivation funding.

When your child starts at *Little Beans*, we will provide you with the funding forms from the Borough of where the nursery is situated. These funding Forms are to be completed in a timely manner, including all necessary details for us to claim your funding. Each parent must sign an agreement outlining the terms and conditions for your child to receive this funding and provide us with the correct ID for your child. This agreement is with your local Council, and as a nursery, we claim the funding on your behalf. According to this agreement, the rules of funding are set by the Local Authority, and both we at *Little Beans* and you must adhere to these rules.

To verify your child's identity and age for any funding claim, you need to provide their original birth certificate or passport. We will verify it and make a copy for our records.

All Funding starts from 9 months old for working families if you meet the eligibility criteria. You must provide us with a valid code by the end of the month before a new term begins. Term dates are available on our website and in our monthly newsletters. HMRC will set your own bespoke timescales and deadlines for you to apply and then reconfirm your eligibility and codes.

### **Consumables Contribution: Please check the current fee schedule for your nursery**

In accordance with Government guidelines, at *Little Beans* the hourly consumable contribution is voluntary. We have an opt-in or opt-out procedure. We will automatically opt-in any new starter to pay consumable contributions when they are in receipt of any funded hours. If you wish to opt-out of the consumable contribution, please email us at the office of the nursery your child attends.

If you experience any financial hardship then please do get in touch and speak to us in the office.

If you like our nursery and like what we do then we strongly encourage you to contribute and pay the consumable contribution. These funds go to what makes our nursery special and a better experience for all our little beans. This includes, but is not limited to, the additional supernumerary staff that we employ to lower our staff-to-children ratio, admin teams, providing an enhanced level of care, snacks, breakfast, alternative milks, EYFS provocations, hygiene and toiletries, cooking classes, extra activities, bus trips, outings, Tapestry, additional 'above and beyond' activities in the setting, additional resources and activities including messy play, parents evenings, termly family events, extra curriculum classes which are outsourced (e.g yoga, dance, French, music etc), additional 'above and beyond' staff training. All of these elements contribute to the high-quality, enriching experience that makes Little Beans so special. We ask for this contribution as the government funding hourly rates are lower than our nursery hourly rates and which are required to effectively run the nursery, and without which our offering would be unsustainable.

**Food packages:**

If you opt-out of the consumable contribution, we will charge you for Little Beans breakfast and snacks as the government funding does not cover the cost of these items. We will create a food package for each session. The food package is fixed per session and cannot be partially selected.

If you do not wish to have Little Beans breakfast and snacks and wish to bring your own food to nursery, then you must bring food for each set nursery meal time (please see our website Menu page which sets out meal and snack times). Food brought in to Little Beans must be in line with our packed lunch/food from home policy and allergy policy. It must also be healthy, nutritious and secured safely in a chilled lunch box as per the food safety government guidelines.

Any food from home that does not meet storage, safety, or allergy guidelines will be discarded, and you will automatically be charged for the full food package fee for that session.

If you do not bring in food for your little bean (we know life is busy!) you will automatically be charged for the full food package fee for that session.

The Food Package costs are:

Day space food package	£13.40 (breakfast, snack, lunch, snack, tea)
Midi day food package	£10.95 (breakfast, snack, lunch, snack)
Mini day food package	£7.95 (snack, lunch, snack)
Morning food package	£7.95 (breakfast, snack, lunch)
Afternoon food package	£5.45 (snack, tea)

- \* £2 Breakfast, morning and afternoon snack
- \* £3.95 lunch
- \* £3.45 Afternoon tea
- \* please see packed lunch/food from home policy
- \*Please see allergy policy

There are different types of funding depending on your child's age and your family financial situation. More information on the types of funding and support you can access can be found here: <https://www.childcarechoices.gov.uk/how-apply-help-childcare-working-parents>

*Little Beans* accepts all types of funding listed below:

**2-year old funding for families in receipt of additional government support:** If you are eligible to claim this 2-year old funding and only attending for the 15 hours and no extra, we will not ask for a registration fee but we will require a fully refundable deposit, deposits are refunded at the end of your child's time with us, if accounts are paid fully. You can claim up to 15 hours a week which you can either spread across the whole year or use term time only. If spreading your funding across the year to All year round then you will receive 11 hours per week. If you receive 2-year old funding due to receiving some additional form of government support then (a) consumables will not be charged to you and (b) when you go on to claim 3-year old or 4-year old funding for that child, consumables will not be charged. However, where a parent's financial situation changes during this time, we will re-evaluate and consider charging the consumables fee for these families. Help paying for childcare: Free education and childcare for 2-year-olds - GOV.UK ([www.gov.uk](http://www.gov.uk))

**9-month-old to 2-year-old funding for working families (From September 2024 working families can receive 15 hours a week – this is increasing to 30 hours a week from September 2025):** If you are eligible to claim this funding, you can choose to spread the funding across the whole year or use it term time only. If you spread the funding across the year to all year round, you will receive 11 hours per week. Otherwise, you will receive 15 hours per week for term time only.

**Reconfirmation:** You must ensure you reconfirm your eligibility every 3 months with HMRC, failure to do so may result in withdrawal of funding and you will then be liable to pay full fees to cover the cost of the sessions. You can use the website below to check your eligibility for 9-month-old to 2-year-old working families funding: Apply for free childcare if you're working - GOV.UK ([www.gov.uk](http://www.gov.uk))

**2-year-old funding for working families (currently working families can receive 15 hours a week – this is increasing to 30 hours from September 2025):** If you are eligible to claim this funding, you can choose to spread the funding across the whole year or use it term time only. If you

spread the funding across the year, you will get 11 hours per week. Otherwise, you will receive 15 hours per week for term time only.

**Reconfirmation:** You must ensure you reconfirm your eligibility every 3 months with HMRC, failure to do so may result in withdrawal of funding and you will then be liable to pay full fees to cover the cost of the sessions. You can use the website below to check your eligibility for 2-year-old working families funding: Apply for free childcare if you're working - GOV.UK ([www.gov.uk](http://www.gov.uk))

**3-4-year-olds funding:** Every child is entitled to 15 hours funding per week starting from the term after their 3rd birthday.

Eligible working families who meet the criteria with HMRC can claim an additional 15 hours a week (making a total of 30 hours a week).

For each child, you can choose to spread the funding across the whole year or use it term time only. If you are entitled to 15 hours a week funding and you spread the funding across the year, you will get 11 hours per week all year round. If you are entitled to 30 hours a week funding and you spread the funding across the year, you will get 22 hours per week. Otherwise, you will receive 15 hours or 30 hours a week during term time only.

You can use the website below to check if you are eligible for the 30 hours: <https://www.gov.uk/30-hours-free-childcare>

**Reconfirmations:** If you are claiming 15 hours or 30 hours funding for 3-4-year-olds, you will need to make sure that you check your eligibility each term with HMRC. This is done via the same government portal that you used to apply for the funding. If you do not reconfirm your eligibility each term, you risk being charged full fees for your child's sessions.

**Registration Fee:** A registration fee is charged to all families joining Little Beans. However, those who are accessing their free funded hours only and no extras (such as but not limited to consumables, food, extra hours) will be exempt from the registration fee.

**Deposit:** We require payment of a deposit to secure your place for every child registering to Little Beans. Deposits are fully refundable when a child leaves Little Beans and the account is in credit. Please refer to our terms and conditions.

**Session Fee:** As per our terms and conditions (which can be found in our prospectus on our website), any non-funded hours will be charged at the hourly rate that applies to your setting. Please refer to your nursery's fee schedule which is available on our website.

We can provide extra sessions to funded children outside of the funding agreement in place with the Council. These extra sessions will be charged at the hourly rate that applies to your nursery.

**Additional funding:** In addition to the 9-month-old to 2-year-old, 2-year-old, 3- year-old to 4-year-old funding, Little Beans can get extra funding

for some children. Depending on your circumstances some children get given Early Years pupil premium (EYPP), deprivation funding or disability access fund (DAF). As a nursery, we discuss between ourselves and other professionals how we can use this funding to best help each child that is eligible. For your child to be eligible for DAF you will need to be claiming Disability Living Allowance (DLA).

**Fee increases:** We review and increase fees as per our terms and conditions annually - every April

**Liability for booked hours/sessions:** When you book hours or sessions for your child, you are responsible for the full cost. If funding does not cover the full amount or circumstances change and none of the funding is able to be claimed by the provider, the balance/remaining balance must be paid by you. This applies in all situations, including (but not limited to):

- Changes in government-funded hours
- Changes in eligibility
- Changes in local borough hour allocations
- Adjustments in funded hours based on the child's date of birth and school year
- Shared funding with schools
- Unsuccessful or invalid funding codes

Parents/carers remain responsible for all associated costs, regardless of funding shortfalls.

At Little Beans, if funding is not able to be claimed and allocated to your sessions/invoice and you wish to change sessions or terminate, a calendar months' notice is still required as per our terms and conditions.

## Home Visit: Home Visits For New Starters – Policy & Procedure

### **Policy:**

At *Little Beans* we believe that home visits are vital to the settling in of all children. As we know Children are most confident, relaxed and secure in their own environment at home.

This is a very lovely opportunity for you as a family and your child and of course their key person. This marks the beginning of a positive partnership between home and *Little Beans*.

From the home visit the child's key person can gain valuable knowledge from the family about their child on a one on one basis. This information will be used for the start of their settling in, learning journals, and planning so your child's individual needs are catered for in every single area.

### **Procedure:**

A home visit takes place at a time that is mutually convenient between the family and *Little Beans*.

A home visit will always take place with two members of staff from *Little Beans*  
Staff will make their own way to and from the family's homes  
The *Little Beans* staff will always stay together and never be expected to be left alone with a child or family member  
Home visits will last no longer than 30 minutes  
All *Little Beans* staff will be conscious of the fact that they are guests in the family's home and will treat all families with a high level of respect and regard during the visit.

## **Home Visit: Home Visits for Family Support - Policy & Safe Practice Procedure**

It is the duty of the employer to identify and assess hazards and if reasonably practicable eliminate risks. If that is impracticable, the risks must be controlled. It is the duty of the manager or supervisor to ensure that the policy and procedures of the employer are implemented, followed and reviewed. It is the duty of the employee to 'take reasonable care for the health and safety of people who are at the employees' place of work and who may be affected by the employees' acts or omissions at work'.

### **Objective**

*Little Beans* encourages a workplace culture and work practices that always prioritise staff safety. To get to know the family and / or support family.

### **Policy**

The following safe practice procedures have been developed to enable staff employed by *Little Beans* to carry out home visits with a high level of safety.

As part of any safe workplace, staff employed by *Little Beans* are always strongly encouraged to always use experience and to consult with colleagues and managers.

Maintenance of a safe work environment for staff is a joint responsibility for staff and supervisors.

*Little Beans* will not provide a service in a parent's home if formal assessments identify an unacceptable level of risk indicating it is not safe for the employees providing the service.

Managers and supervisors should make adequate provisions to address possible safety concerns for staff involved in home visits, working out of standard business hours or working in isolated workplaces.

### **WHEN CONDUCTING HOME VISITS**

When conducting home visits, workers must take the following four steps.

#### **1. Carry out risk assessments**

Always assess risk of aggression before visiting any parent at home.

Upon completion of the risk assessment, staff should consider the following recommendations:

- High / extreme risk - Do not visit the parent – consider alternative arrangements.

- Medium / significant risk - Two staff to visit the parent until further assessments demonstrate otherwise.
- Low risk - Visit the parent but always conduct a mini risk assessment immediately prior to entry.
- A mini-risk assessment should consider whether the parent is:
  - i. agitated or distressed
  - ii. displaying threatening or aggressive behaviour
  - iii. being verbally aggressive or abusive
  - iv. mentally unwell
  - v. displaying behaviours that are out of character

2. Once a risk assessment has been carried out, the level of risk determined, and the risks prioritised, a decision needs to be made about risk management options. For example:

a) The level of risk is acceptable and able to be managed with existing procedures.

b) The level of risk is acceptable but requires adjustments to human resources (e.g. must be visited by 2 people) and the development of a risk management plan: Risk management strategies need to be built into the individual's care plan. The effectiveness of the strategies must then be monitored and evaluated: individually between the parent and their care coordinator or through regular team meetings and care conferences (where applicable).

c) The level of risk is too high and cannot be mitigated through rearrangement of resources or a risk management plan: Explain and document the reasons. Work with the parent to identify more appropriate options. With the parent's consent, refer appropriately.

3. Identify risks and make decisions relating to the risks identified.

The outcomes and/or decisions associated with identified risks may include: cancellation of the visit a decision to engage two staff to attend the visit a telephone call to the parent to ensure that:

- the worker can safely provide the service
- safe and well-lit access is available through gates, doors, and when entering high density housing
- pets are suitably restrained (not in the room where home visit is taking place)
- the house and entry is illuminated, if the visit is to be conducted at night (NB. Avoid visits after dark as much as practicable).

4. Have the necessary equipment.

Always carry a mobile phone that is appropriately charged and in good working order. Have the relevant office numbers programmed into the

speed dial function of the mobile phone. Ensure staff have access to relevant safety equipment such as torches (staff must always carry a torch if visiting at night), first aid kits and emergency information folders, and that these items are in good working order and up to date.

### **WHEN NOT TO VISIT**

Staff should not visit a parent at home if:

The assessed risk of aggression is 'high' or 'extreme' violence is known to have recently occurred and the perpetrator (parent or other person) is at the address or is likely to return or arrive during the visit the parent or other person/people present is exhibiting signs of aggression and/or intoxicated by alcohol and/or drugs.

Note: In making decisions regarding home visits all factors need to be considered, including any mitigating circumstances such as physical disability, presence of supportive relatives and so on. Where risk has been assessed as medium/significant or high/extreme, staff should never visit a residence until a discussion with the supervisor has occurred and a management plan has been developed. Management plans must always contain risk minimisation strategies. Advice gained from local mental health services should be included.

### **WHEN TWO STAFF SHOULD VISIT**

Prior to the first home visit and when circumstances change, an assessment should be carried out and an assessment form completed to evaluate any risks associated with the parent and their home. A formal assessment should clarify whether the risk is low, medium/significant or high/extreme. Two staff should visit when:

The risk of aggression is 'medium / significant', or has not been assessed violence has occurred in the past but not in the recent past, and there are concerns that the parent may be unwell or becoming unwell reports have indicated that the parent is 'upset' or 'distressed' the staff member visiting:

- does not know the parent
- is not trained in the assessment of aggression or assessment of the environment
- is not trained in de-escalation or self-defence strategies
- is not aware of safe home visiting policies and procedures.

### **WHAT TO DO WHEN A HOME VISIT HAS BEEN ASSESSED AS UNSAFE**

Inform the Manager and they will complete a report. Refer to Children's Social Care if necessary.

### **STAFF MOVEMENTS - CHECKING OUT AND IN**

Organisational procedures should be in place to ensure that staff movements are documented. A detailed in and out of the office log and accompanying procedures for responding to circumstances when staff fail to report as scheduled must be in place at facilities where outreach service is provided. These logs should allow for the inclusion of:

- comprehensive details relating to the staff member and the parent being visited, including the name, address and telephone number of

the parent being visited, any other appointments that the staff will be conducting while out and the order in which visitations are expected to occur

- The expected time of arrival at the nominated venue or venues if conducting several visits or appointments
- The expected length of each visit or appointment
- Contact details of the worker, e.g. mobile phone number
- A description of the vehicle to be used including colour, registration and type/model.
- Expected time of return should be documented and the staff member should be expected to report back to the office by phone in circumstances where the visit has gone beyond the expected timeframe.
- 

**Managers must ensure that there are effective procedures in place to:**

- Monitor and investigate delays – If for any reason a staff member is delayed. After a reasonable time (30 mins) we would call the police if we could not get hold of the staff member or parent being visited and we are unable to determine the staff member’s location we would initiate emergency procedures.
- Advise others of any problem – Inform the Director before phoning police and the Manager if not already on site.

**UPON ARRIVAL AT A HOME VISIT**

Park on the street in a well-lit place where you can’t be parked in or obstructed.

Do not enter the home if you can hear people arguing at the premises, if you see people using alcohol or drugs at the premises or if you feel threatened.

If you become concerned for your safety or are threatened with physical harm upon arrival for a visit, you should:

- leave immediately or drive to a safe location and then contact the office, or if urgent, the police and then your manager - if necessary proceed to the nearest police station.

**IF A STAFF MEMBER RECEIVES A CALL FROM A WORKER AT RISK:**

Check the address, ask the nature of the crisis and ask what is needed. If you hear the organisational code words of (PEACHES), call Emergency on 999.

**DURING A HOME VISIT**

**always Ensure the parent stays with the child . At no point must you be left on your own with a child.**

Be cautious when entering a parents home. If an unfamiliar person opens the door, make sure the parent is home and that you feel safe before entering (It may be necessary to abandon the visit if you have any concerns). Ask whether there are other people at home. Be aware of the presence of others. Be aware of house layout and your exit routes. Keep your keys and mobile phone on you.

Conduct a quick assessment by asking yourself:

- is the parent coherent?
- is there anything different in their demeanour?
- are they exhibiting signs of agitation or aggression?
- is there any evidence of alcohol or drug use? - are other people present?
- is anyone arguing?
- are there any weapons?
- is the home in disarray or different than usual?

NEVER attempt to physically stop violent behaviour or get involved in arguments. If there is an identified safety risk due to aggression leave immediately. Take note of all possible hazards and report them to Manager on your return to the office. If a medical emergency arises while you are on a home visit, call 999 and wait for help. When able phone the office and inform Manager of incident.

**AFTER A VISIT**

Report any incident or significant observations to your Manager. Document any incidents, concerns or significant observations. Report to the office in person or via phone after each visit. Speak to your Manager if you need debriefing, counselling or support services.

**CRITICAL SITUATIONS**

Staff must not enter any parents home if there is a potential critical situation. Under these circumstances staff should leave immediately and then alert their Manager so that decisions can be made as to who may need to be contacted for assistance. In circumstances of impending danger, the staff member should contact the relevant emergency services first and then inform their Manager.

After an incident: ensure there is no longer any danger present. If there is concern for the welfare of the parent or others, immediately contact the police and/or ambulance and your Manager. Seek medical treatment for yourself if required. Request debriefing, support and/or ongoing counselling if required.

**MANAGER OR SUPERVISOR'S ROLE AND RESPONSIBILITY**

It is the Managers responsibility to ensure that:

- This guidelines and policy is adhered to and in place for safe home visiting, with clearly defined roles and responsibilities for employees. Clearly documented safe work policies and procedures are in place and are communicated to all staff

- Effective systems are in place to monitor staff movements and respond as necessary
- Systems are implemented for ongoing review of effectiveness of procedures and staff compliance, such as audits, management plans, team meetings and staff appraisals
- there is follow-through, implementation and monitoring of actions resulting from review processes, with staff involvement.

### Student Placement & Volunteers: Policy & Procedure

At *Little Beans* we believe that a placement for a student and volunteers can be a valuable opportunity and a positive experience. The children's safety is always paramount at *Little Beans*.

This is an exciting opportunity for students/volunteers to build experience whilst working within a childcare setting. Equally we appreciate the positive contribution people can bring to *Little Beans*.

*Little Beans* limit the amount of volunteers/students to one at a time so this does not disrupt the setting. Students/volunteers are not counted in ratios and not left un-supervised with children. They will be given a mentor who they will stay with. They can observe and interact with children but will not take part in children's intimate care or any of the main core responsibilities of *Little Beans*.

It is managements overall responsibility for supervising and supporting students and volunteers whilst they are at *Little Beans*, however everyone is aware of the safeguarding and whistle blowing policies and procedures that are in place.

### Tapestry: Policy & Procedure

Here at *Little Beans* we use an online system called Tapestry to record and store all observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen parent partnership.

#### Safety and security

Staff use tablets to take the photographs for observations which are uploaded to Tapestry instantly. Each staff member has a secure login which is password protected. The tablets are kept in a secure cupboard at *Little Beans* and are never taken home by staff. Staff will be allocated time at work to update journals and plan for their key children's next steps.

If any member of staff suspects that their login details have been compromised in any way, they will inform the Manager, Tarnya O'Brien or follow the safeguarding contingency plan in her absence and new login details will be created. The Tapestry Learning Journey system is hosted on secure dedicated servers based in the UK. All data held on Tapestry account is owned by *Little Beans*; we are registered controllers of data with the Information Commissioner's Office and are bound by the Data Protection Act.

### **Parental Access**

Parents logging in to the Tapestry system can only access their own child's Learning Journey. Parents may input new observations and photos and add comments to existing observations. They do not have the necessary permission to edit existing content that has been inputted by the child's keyworkers. Parents are asked to sign a consent form giving permission for their child's image to appear in other children's Learning Journeys, and to protect images of other children that may appear in any photos contained in their child's Learning Journey. If parents withhold this consent their child is only ever photographed alone and no shared observations are made including that child.

### **Parents without internet**

For parents without access to the internet, we will print all the information from Tapestry and collate it into a paper Learning Journey. This will always be in Little Beans for the parent to view and will be available to take home.

### **When children leave or move to another setting**

When children move to another setting *Little Beans* will transfer the Tapestry account to the new setting, if they also use Tapestry. If they do not, we will email a PDF to the setting upon request.

When a child leaves the setting their parents must log in and download a PDF copy of their child's Learning Journey, so they have a lasting record of their child's time at pre-school. The child's information, and their Learning Journey will be permanently deleted from our Tapestry account so no data on that child will remain with us once they have left. Parents of school leavers are given until the end of August to download their children's Learning Journey. All other children are given one month from their leave date. Parents are required to inform us if they need support to download the Learning Journal or if they require *Little Beans* to download it for them.