



POLICIES & PROCEDURES

FOR ACADEMIC YEAR 2020-2021

To be read in conjunction with Covid-19 policies

To be REVIEWED October 2021

*LITTLE OAKS PRE-SCHOOL
SCHOOL LANE
WADDESDON
BUCKINGHAMSHIRE
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TEL: 01296 655162*

REGISTERED CHARITY No. 1032642

These Policies have been Signed on behalf of the pre-school by:

PETER SMYTH - Trustee for LITTLE OAKS PRE-SCHOOL

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SAFEGUARDING THE CHILD

(Includes BCC SAFEGUARDING / CHILD PROTECTION GUIDANCE see main copy held in office)

Statement of intent

Our pre-school wants to work with children, parents and the community to ensure the safety of children and to give them the very best start in life.

SAFEGUARDING OFFICER: Sally Warren

DEPUTY SAFEGUARDING OFFICER & PREVENT DUTY LEAD: Kirsty Johnson

Board of Trustees SAFEGUARDING REPRESENTATIVE: Kim Satchell

In the event that the Safeguarding Officer and the Deputy Safeguarding Officer are both out of the setting, a trustee and the board of trustees Safeguarding Representative should be informed immediately.

Aims

Our aims are to:

- *Create an environment in our pre-school which encourages children to develop a positive self-image, regardless of race, language, religion, culture or home background;*
- *Help children to establish and sustain satisfying relationships within their families, with peers, and with other adults;*
- *Encourage children to develop a sense of autonomy and independence;*
- *Enable children to have the self-confidence and the vocabulary to resist inappropriate approaches; and*
- *Work with parents to build their understanding of and commitment to the welfare of all our children.*
- *Promote British Values – Democracy, Rule of Law, Individual Liberty, Mutual Respect*
- *Staff are expected to complete Prevent Awareness training to support them in identifying children at risk of being drawn into terrorism and to challenge extremist ideas and know what procedures they must follow to support those at risk.*

The legal framework for this work is:

- *Working Together to Safeguard Children – 2018*
- *What to do if you're worried a child is being abused – March 2015*
- *The Early Years Foundation Stage (EYFS)*
- *Prevent Duty*
- *Children's & Families Act 2014*
- *Childcare (disqualification) Regulations 2009;*
- *Safeguarding Vulnerable groups Act 2006;*
- *The Child & Adoption Act 2006;*
- *The Childcare Act 2006;*
- *The Children Act 1989, and 2004;*
- *The Protection of Children Act 1999;*

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- *Human Rights Act 1998;*
- *Data Protection Act 1984;*

Liaison with other bodies

- *We work within the Bucks Safeguarding Children's Board (BSCB) guidelines.*
- *We have a copy of Bucks Safeguarding Children's Board (BSCB) Guidelines available for all staff and parents to see.*
- *We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangements, which affect the wellbeing of children.*
- *We have procedures for contacting the local authority on child protection issues, including maintaining a list of names, addresses and telephone numbers of social workers, to ensure that it is easy, in any emergency, for the pre-school and social services to work well together.*
- *Records of the local NSPCC contacts are also kept.*
- *If a report is to be made to the authorities, we act within the Bucks Safeguarding Children's Board (BSCB) guidance in deciding whether we must inform the child's parents at the same time.*
- *All staff will be aware of the Channel Programme.*

Methods

Staffing, visitors and volunteering

- *We provide adequate and appropriate staffing resources to meet the needs of children.*
- *Applicants for posts within the pre-school are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed. Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.*
- *We abide by Ofsted requirements in respect of taking up two references and police checks for staff and volunteers, to ensure that no disqualified person or unfit person works at the pre-school or has access to the children.*
- *All staff are regularly checked for suitability*
- *Volunteers do not work unsupervised.*
- *We abide by the Protection of Children Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have led to dismissal for reasons of child protection concern.*
- *We have procedures for recording the details of visitors to the pre-school, they are required to sign the visitor's book after having read the visitor conditions notice, and this contains details of our strict code of conduct we expect visitors to observe while in setting.*
- *Outside agencies will be asked to show their DBS and ID, and are asked to complete a professional advice summary if they are in setting observing/working with a child, these are filed in the child's folder or SEND folder depending on the nature of the visit.*
- *We take security steps to ensure that we have control over who comes into the pre-school so that no unauthorised person has unsupervised access to the children.*

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- All staff will undertake 'Prevent Awareness' training and understand the referral process to the Channel Programme
- All staff will work towards promoting British Values through everyday activities within setting
- The setting is to ensure that staff and volunteers working in these settings are not disqualified from doing so under the Childcare (Disqualification) Regulations 2009.
 - A person may be disqualified through:
 1. Having certain orders or other restrictions placed upon them.
 2. Having committed certain offences.
 3. Living in the same household as someone who is disqualified by virtue of 1 or 2 above (this is known as disqualification by association).
- Staff are required to sign a Disqualification Declaration Form annually and is then reviewed at every supervision meeting.
- It is the staff members responsibility to make the setting aware of any changes in the meantime, and by signing in every time that they start work, they are acknowledging that no changes to their circumstances, or a member of their households have taken place.

All members of staff are aware and will adhere to the following:

- Staff are expected to treat children with courtesy, sensitivity and respect.
- Staff must attend all safeguarding training provided by the manager and, when required, training provided by Buckinghamshire Safeguarding Board, or suitable outside agencies.
- Staff are given guidance on how to support children with nappy changes and toileting ensuring doors are never shut or locked.
- Staff are to avoid using inappropriate language or actions when speaking with parents and children. Staff have a duty to safeguard children from: Physical abuse, sexual abuse, emotional abuse, domestic abuse, Female genital mutilation, child exploitation and neglect. All concerns must be reported to a member of the pre-school safeguarding.
- Photographs may only be taken on pre-school camera and electronic devices. They must not be uploaded onto the internet without permission from the manager.
- Misuse of the internet will lead to disciplinary procedure.
- Staff must not use their mobile phone in setting, unless in the lunch areas or offices.
- If a member of staff uses physical restraint to protect a child from hurting themselves or others around them, it must be immediately be reported to the most senior member of staff and documented.
- Staff are expected to dress suitably for work with children and be neat and professional in appearance.
- Smoking is not permitted during working hours and staff must not smell of smoke when working.
- Use of alcohol and illegal drugs or legal drugs that impact on ability to care for children is not permitted during working hours and staff must not arrive to the setting under the influence of alcohol or illegal drugs.
- If a staff member is ill or is prescribed a new medication by their doctor that may affect their suitability to work, they must inform the designated officer as soon as possible.

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- *If a staff member knows that they are or might be disqualified by association or knows another person who is disqualified, they must inform the safeguarding officer as soon as possible.*
- *Staff are expected to arrive on time and complete their daily duties before leaving.*
- *Staff must maintain the highest possible standards of confidentiality and ensure documentation, records and discussions remain confidential.*
- *Please read this policy alongside the Safeguarding and child protection policy and the whistle blowing policy for reporting concerns about a child.*

Prevent Duty

It is essential that staff are able to identify children who may be vulnerable to radicalisation, and know what to do when they are identified. Protecting children from the risk of radicalisation should be seen as part of wider safeguarding duties, and is similar in nature to protecting children from other harms (eg. drugs, gangs, neglect, sexual exploitation), whether these come from within their family or are the product of outside influences.

We promote fundamental British values and we emphasise this daily through personal, social and emotional development and understanding of the world. All staff are instructed to challenge extremist and radical views.

All staff are expected to assess the risk of children being drawn into terrorism. This means being able to demonstrate both a general understanding of the risk affecting children and specific understanding of how to identify individual children who may be at risk of radicalisation and what to do to support them.

As with managing other safeguarding risks, staff should be aware of changes in children's behaviour which would indicate that they may be in need of protection. Staff should use their personal judgement in identifying children who might be at risk of radicalisation and act accordingly which may include making a referral to the Channel programme.

*If a member of staff has a concern they should follow the pre-school's normal safeguarding procedures, and report to the **Prevent Duty Lead: Kirsty Johnson**, who will, if deemed necessary, discuss with Social Care Local Authority. The local police can be contacted they can talk to you in confidence about concerns and help gain access to support and advice. Also, they can advise if this would be a case for Channel:*

Preventing extremism in schools and children's services

Email: counter.extremism@education.gov.uk

Telephone: 020 7340 7264

Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. It provides a mechanism for settings to make referrals if they are concerned that an individual might be vulnerable to radicalisation. An individual's engagement with the programme is entirely voluntary at all stages. The panel must be chaired by the Local Authority and include the police. Following a referral the panel will assess the extent to which individuals are vulnerable to being drawn into terrorism, and, where, considered appropriate and necessary, consent is obtained and support arranged. There is no single way of identifying an individual who is likely to be susceptible to an extremist ideology. It can happen in many different ways and settings. Specific background factors may contribute to vulnerability which

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are often combined with specific influences such as family/ friends online. Extremism is vocal or active opposition to fundamental British Values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.

Disciplinary Action

Where a member of staff or a volunteer is dismissed from the pre-school or internally disciplined because of misconduct relating to a child, we notify the Department of Health administrators so that the name may be included on the List for the Protection of Children and Vulnerable Adults.

Training

We seek out training opportunities for all adults involved in the pre-school to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse, neglect, child sexual exploitation, domestic violence and Female genital mutilation (FGM) and so that they are aware of the local authority guidelines for making referrals. We ensure that all staff know the procedures for reporting and recording their concerns in the pre-school.

Existing Injury Form

Parents/carers are encouraged to inform a member of staff about any injuries sustained out of the setting and will be asked to complete a parent record existing injury form which should be signed and dated by the parent/carer and a member of staff.

If an injury is noted by a staff member they will complete the parent record existing injury form and discuss with the parent/carer at the earliest opportunity.

Curriculum

- We introduce key elements of child protection into our Early Years Foundation Stage (EYFS) curriculum, so that children can develop understanding of why and how to keep safe.
- We create within the pre-school a culture of value and respect for the individual.
- We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.

Planning

The layout of the pre-school allows for constant supervision.

Complaints

- We ensure that all parents know how to complain about staff or volunteer action within the pre-school, which may include an allegation of abuse.
- We follow the guidance of the Bucks Safeguarding Children's Board (BSCB) when investigating any complaint that a member of staff or volunteer has abused a child.
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or volunteer has abused a child as if it were an allegation of abuse by any other person.
- We respond to suspicions of abuse
- We acknowledge that abuse of children can take different forms – child, exploitation, domestic violence, female genital mutilation, physical, emotional, sexual and neglect.

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- *When children are suffering from child, exploitation, domestic violence, female genital mutilation, physical, emotional, sexual and neglect, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the pre-school investigates.*
- *We allow investigation to be carried out with sensitivity. Staff in the pre-school take care not to influence the outcome either through the way they speak to children or ask questions of children.*
- *Where a child shows signs and symptoms of 'failure to thrive' or neglect, we make appropriate referrals.*

Disclosures

Where a child makes disclosures to a member of staff:

1. *Tell the child you believe them, and reassure them they will not be in trouble for being honest with you.*
2. *Tell the child that you will do the right thing for them.*
3. *Don't ask leading questions – start questions with; Who? What? Where? When? Why? How?*
4. *Don't ask many questions – but let the child tell you what they need to tell you.*
5. *Don't make assumptions and do not promise the child that you will not tell anyone else. (You will have to report this)*
6. *Do not make the child feel guilty or embarrassed.*
7. *Make as full as written record as you can, as soon as possible.*
8. *Keep the child informed of your actions – where appropriate (consider their age and understanding)*
9. *Inform Little Oaks Pre-schools safeguarding officer/Manager.*
10. *Contact First Response, as soon as possible, using your written record. Ask for advice – always take their name, and ascertain what you should expect to happen next. Make a record of that call in your notes. Any referral to First Response to be confirmed in writing within 24 hours using the Multi Agency Referral Form (MARF)*
11. *First Response to advice on how and when to advise parents of any concerns should then be followed.*
12. *Interviewing abused children is a specialist skill and has to be carried out according to strict guidelines – both to serve the interests of the child, and to be admissible in court. Pre-School staff will therefore not try to investigate the incident themselves.*
13. *In all cases, as a professional, if you have concerns or a child tells you they have been abused it is not an option to do nothing. Seek advice!*

If you are worried about something you have seen or heard, or an injury has been inadequately explained: All staff have a duty of care to all children and should be aware of the policy and procedure.

1. *Make a written record in the incident book, as above*
2. *Contact the Duty Officer as above.*

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3. *If a pattern of minor incidents develops, you might consider discussing the situation with the Early Years and Childcare Team first.*
4. *If the child is emotionally abused or neglected, your records over a period of time could show a pattern and be vital to Social Services.*
5. *Confidentiality of the child and the family will be paramount at all times and people will be told on a need to know basis.*

If a child displays inappropriate sexualised behaviour:

1. *If a child is unaware that behaviour is unacceptable, divert to another activity without making an issue out of it.*
2. *OR explain to the child privately that the behaviour does not belong in the pre-school.*
3. *DON'T ask leading questions, but ask where the idea came from to play that game.*
4. *Make a written record and contact the duty officer as above for advice*

When there is an allegation against staff from a parent/carer, or an outsider/visitor.

It is important that staff avoid putting themselves in situations that may lead to allegations being made against them.

Where an allegation is made against a member of staff from a parent/carer, or an outsider/visitor is:

1. *Ensure you make the parent/carer /outsider feel welcome and comfortable, and reassure them that you will take the allegation seriously, and follow our procedure.*
2. *Report the allegation straight away to our board of trustees safeguarding representative or Manager depending on the situation, and who has had the allegation made against them.*
3. *Don't ask leading questions – start questions with; Who? What? Where? When? Why? How?*
4. *Make sure the parent/carer/visitor/outsider has time to tell you what they need to tell you in a confidential private area of the pre-school, with the door closed.*
5. *Don't make assumptions.*
6. *A written record should be made of all details of the allegation, and a note of any actions taken and decisions reached, which should be signed, the time recorded and dated by both the accuser and the member of staff dealing with the situation. This should be kept in a locked file, and only the Manager or board of trustees safeguarding representative should have access to the key. Details of how the allegation was followed up and resolved should also be recorded and kept with the allegation. This is to enable accurate information to be given in response to any future references requested. The records should be kept for at least 18 years, and until the staff member leaves the employment of Little Oaks. Parents/carers, staff, visitor, or outsiders should be asked to maintain confidentiality until an investigation has taken place. All conversations should be recorded and dated, with the time, and signed by accuser and Manager.*
7. *Report the allegation to LADO as soon as possible but at least within 24 hours and on their advice to the police if necessary.*
8. *Inform Ofsted of any allegations of serious harm or abuse and action taken within 14 days.*
9. *Follow advice from LADO about whether the accused staff member should be sent home from work and/or asked not to come in and/or suspended from their position. (Suspension of the accused should be considered in any case where there is cause to suspect a child is at risk of*

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significant harm, or allegation warrants investigation by the police, or is so serious that it might be grounds for dismissal. However a person must not be suspended automatically, or without careful thought. Advice from LADO should always be sought before any action is taken). Also follow their advice about how and when to tell the accused member of staff about the accusation.

10. Advice from the Duty Officer at social services should also be sought and followed about how and when to inform Parents/carers of a child or children involved about the allegation.
11. Every effort should be made to maintain confidentiality and guard against unwanted publicity while an allegation is being investigated or considered.
12. If the member of staff resigns or has been dismissed, and there are concerns over their suitability to work with children, Little Oaks Pre-school has a duty to notify OFSTED.
13. If an allegation is made in good faith, but it is not confirmed by the investigation, no action will be taken against the complaint. If, however, an allegation is felt too malicious by the board of trustees, manager or Deputy then action may be taken against the person responsible for the malicious act.

When there is an allegation against a member of staff from a child:

1. Exactly the same as for where a child makes a disclosure to a staff member, and where there is an allegation against a member of staff from a parent.
2. If the staff member accused is on duty, s/he should be asked to do a job to remove them from the situation, such as tidy up the store cupboard, and advice should be sought from social services to ascertain if they should be sent home, and how much information they can be told, if any at this time.
3. The child's parents/carers to be informed as soon as possible, after consultation with social services.

Visitors on site and allegations made by them or to them:

1. Follow the above procedure for allegations made from a parent/carer/staff/outsider if they have made an accusation.
2. Do not allow visitors to have unsupervised access to the children at any time.
3. If an accusation has been made to them remove the visitor from the situation by asking them to do some washing up in the kitchen while you sort out the situation or move the children away from the visitor to do a whole group activity where all children are in one place and accounted for. Maintain staffing ratios at all times.
4. Then again follow the procedure for allegation made against an outsider.

Recording suspicions of abuse and disclosures

Staff make a record of:

- The child's name;
- The child's address;
- The age of the child;
- The date and time of the observation or the disclosure;
- An objective record of the observation or disclosure;
- The exact words spoken by the child;
- The name of the person to whom the concern was reported, with date and time; and
- The names of any other person present at the time.
- These records are signed and dated and kept in a separate confidential file.
- All members of core staff know the procedures for recording and reporting.

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Informing Parents

Parents are normally the first point of contact. If a suspicion of abuse is recorded, parents are informed at the same time as the report is made, except where the guidance of the local Bucks Safeguarding Children's Board (BSCB) does not allow this. This will usually be the case where the parent is the likely abuser. In these cases the investigating officers will inform parents.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. A member of the board of trustees and Safeguarding Trustees Representative will be informed of the details of any suspicions or investigations: other members of the board of trustees will only be informed that a safeguarding issue has arisen. Any information is shared under the guidance of the Bucks Safeguarding Children's Board (BSCB).

Support to families

- The pre-school takes every step in its power to build up trusting and supportive relations among families, staff and volunteers in the group.
- The pre-school continues to welcome the child and the family whilst investigations are being made in relation to abuse in the home situation.
- Confidential records kept on a child are shared with the child's parents or those who have parental responsibility for the child only if appropriate under the guidance of the Bucks Safeguarding Children's Board (BSCB).
- With the proviso that the care and safety of the child is paramount, we do all in our power to support and work with the child's family.

USEFUL INFORMATION

The most important thing to consider is the welfare of staff and children. It is always a good idea to get advice from social services before any action is taken. In extreme measures staff need to remember that violent behaviour from adults must be treated with extreme caution, and the police should be called out if a violent situation arises by calling 999 or 112, and indeed if any situation arises that is very serious and needs immediate attention this is required.

A list of the most recent safeguarding course attended by staff members is displayed in the manager's office, along with the training renew date - **ALL SAFEGUARDING TRAINING NEEDS TO BE UPDATED EVERY TWO YEARS!**

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Help lines and Referrals

Buckinghamshire County Council

Bucks Customer Services – ask for duty social worker 0845 4600 001 / 01296 383962
Out of hours 0800 999 7677

cypfirstresponse@buckscc.gov.uk

secure-cypfirstresponse@buckscc.gcsx.gov.uk

Local Authority Designated Officer (LADO)

01296 382070

The Early Years Designated Managers can provide advice and support in the event of an allegation or query/concern:

Early Years Designated Senior Manager for allegations against the childcare workforce

Alison Terry

01296 387147

aterry@buckscc.gov.uk

Deputy Early Years Designated Manager

Joe Cook

01296 387111

jcook@buckscc.gov.uk

Buckinghamshire Family Information Service (BFIS)

0845 6884944

Child Protection & Sexual Crime Unit (Police)

01628 816935

NSPCC

0800 800 5000

OFSTED

0300 123 1231

Child Exploitation and Online Protection Centre

0870 000 3344

Buckinghamshire Safeguarding Children Board website includes guidance on managing allegations and safe recruitment practices www.bucks-lscb.org.uk

This policy was adopted at a meeting of the pre-school held on

13th May 2002

Last reviewed and/or revised (date)

04 September 2020

Signed on behalf of the pre-school

WHISTLE BLOWING POLICY

STATEMENT OF INTENT

Little Oaks Pre-school is committed to the highest possible standards of openness, honesty and accountability. In line with that commitment we encourage employees and others with serious concerns about any aspect of the settings, operations to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis. This policy document makes it clear that employees can do something without fear of reprisals. This Whistle Blowing Policy is intended to encourage and enable employees to raise serious concerns within the setting rather than overlooking a problem or blowing the whistle outside. Staff have the right and individual responsibility to raise any matters of concern regarding poor practice at work. Staff are responsible for safety and wellbeing of all children attending the setting and this is priority over loyalty towards colleagues.

The policy is intended to;

- Encourage and enable individuals to raise genuine and legitimate concerns.
- Support staff to take an active role in the elimination of poor practice.
- Ensure concerns are appropriately investigated.
- Protect those making the complaint from victimisation or retaliation.

In addition to the whistle blowing policy, the setting has other policies and procedures covering discipline, grievance and complaints. This policy is intended to complement these, and to cover concerns that fall outside the scope of other procedures. The management/board of trustees will investigate, promptly and thoroughly, all concerns raised in accordance with this policy, and will take appropriate action.

Confidentiality

The management/board of trustees will do it's best to protect a person's identity when a concern is raised, however in some circumstances identities will have to be revealed to the person complained against and the complainant may be asked to provide written or verbal evidence in support of their complaint. If a person's identity is to be disclosed, he or she will be told before the disclosure and the reasons why the disclosure is necessary. Having raised the concerns the management/board of trustees will expect the complainant not to talk about it to any other person, inside or outside the setting.

Anonymous complaints

Concerns expressed anonymously, are much less powerful and harder to investigate, however they may be considered.

Untrue allegations

If an allegation is made in good faith but it is not confirmed by the investigation, no action will be taken against the complainant. If, however, an allegation proves to be malicious, action may be taken against the person responsible for the malicious act.

How to raise a concern

In the first instance, concerns should be raised with your immediate line manager, or if it is a Safeguarding issue please inform the Safeguarding Officer or board of trustees Safeguarding representative. However this may not always be appropriate, in which case concerns should be raised with a member of the board of trustees. Concerns are best raised in writing. You are invited to set out the background and history of the concern giving names, dates and places where possible, and the reason why you are particularly concerned. The earlier you express your concerns the easier it is to take action. If you do not wish to put the allegations in writing, the person to whom you are making the complaint will make a written record of the interview and will ask you to sign to confirm the accuracy of the notes taken. Although you will not be expected to prove the truth about your allegations, you will be required to demonstrate that there are sufficient grounds for your concern.

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You should NOT:

- Investigate the matter yourself.
- Alert those suspected of being involved.
- Approach or accuse individuals.
- Tell anyone other than the designated persons (i.e. management/board of trustees).

Within a week of the receipt of your concern, you will receive a written acknowledgment of your concern, with a copy of your statement where appropriate. The management/board of trustees will investigate your concern and within 2 weeks you will be informed of what action is being taken and will be kept up to date on the progress of the investigation. You will also be informed of the outcome any investigation. If you are not satisfied with the outcome of the investigation, you may elevate your concerns directly to the Bucks Safeguarding Children's Board (BSCB) or to Ofsted Tel: 0300 123 4666, email whistleblowing@ofsted.gov.uk.

This policy was adopted at a meeting of the pre-school held on 22nd September 2011

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

SOCIAL NETWORKING POLICY

STATEMENT OF INTENT

The internet provides a number of benefits for staff. However when someone is identified with the setting or discusses their work, they are expected to behave appropriately when on the internet. The principles set out in this policy should always be followed. If in doubt then details should be discussed in the first instance with the manager.

Staff are in a professional position and are responsible for the care and education of children. Therefore they must not engage in activities on the internet which might bring the setting or its associated employees into disrepute, they should also respect the privacy and the feelings of others.

Our use of social networking applications, such as Facebook, has implications for our duty to safeguard children, young people and vulnerable adults.

Aim

- That our duty to safeguard children is maintained
- That the setting is not exposed to legal risk
- That the reputation of the setting is not adversely affected
- That our users are able to clearly distinguish where information provided via social networking applications is legitimately representative of the setting
- That we do not damage our reputation
- That we recognise our legal responsibilities

Objectives

- Sites to be aware of include: Social networking sites (i.e. Facebook, Bebo, Myspace, Chat roulette, snapchat, whats app?, messenger), blogs (i.e. Blogger), discussion forums (i.e. Mumsnet, Ming), collaborative spaces (i.e. Wetpaint), media sharing services (i.e. You Tube), microblogging (i.e. Twitter)
- All staff should bear in mind that information they share through social networking applications, even though they are on private spaces, are still subject to copyright, data protection and freedom of information legislation, the safeguarding vulnerable groups act 2006 and other legislation.
- There will be no mention of names of staff, members of the board of trustees or attending children or their families. The setting may be referred to on social networking sites for promotional purposes or for notifying parents of a closure in emergencies.
- Staff should not encourage parents as friends on social networking sites.
- There will be no uploading of photos of staff, or children and their families on any site.
- Any communications or content you publish that causes damage to the setting or any of its employees, children or families may amount to misconduct or gross misconduct and could lead to dismissal.

This policy was adopted at a meeting of the pre-school held 22nd September 2011

on

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

CONFIDENTIALITY POLICY

STATEMENT OF INTENT

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

AIM

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

METHODS

To ensure that all those using – and working in – the pre-school can do so with confidence, we respect confidentiality in the following ways:

- Parents have ready access to the files and records of their own children but do not have access to information about any other child.*
- Staff will not discuss personal information given by parents with other members of staff, except where it affects planning for the child's needs. Staff induction includes an awareness of the importance of confidentiality in the role of the key person.*
- Any concerns/evidence relating to a child's personal safety are kept in a secure, confidential file and are shared with as few people as possible on a "need-to-know" basis.*
- Personal information about children, families, members of the board of trustees and staff is kept secure in a lockable filing cabinet whilst remaining as accessible as possible.*
- Issues to do with the employment of staff, whether paid or unpaid, remain confidential to the people directly involved with making personnel decisions.*
- Students studying for a childcare qualification, who are observing in the pre-school, are advised of our confidentiality policy and Social Networking Policy and are required to respect it and sign that they agree to comply with it, they are also expected to abide by relevant policies as listed in the STUDENT & VOLUNTEER PLACEMENT POLICY.*
- All members of Staff and the board of trustees are required to sign a confidentiality agreement.*

All the undertakings above are subject to the paramount commitment of the pre-school, which is to the safety and wellbeing of the child. Please see our policy on Safeguarding the Child.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

RECRUITMENT, STAFFING AND EMPLOYMENT POLICY

Statement of intent

We provide a high staffing ratio to ensure that children have sufficient individual attention and to guarantee care and education of a high quality. Our staff are appropriately qualified and criminal record checks are carried out through the Criminal Records Bureau in accordance with Ofsted's requirements.

Aim

To ensure that children and their parents are offered high quality pre-school care and education.

Methods

- *To meet this aim we use the following ratios of adult to child:*
 - *Children aged two years of age: 1 adult: 4 children*
 - *Children aged three - seven years of age: 1 adult: 8 children*
- *A minimum of three staff/adults (Manager/Deputy plus 2 others) are on duty at any one time.*
- *We use a key worker system to ensure that each child and each family has a particular member of staff for discussion and consultation; all other staff are secondary key workers.*
- *We hold regular staff meetings to undertake curriculum planning and to discuss children's progress, their achievements and any difficulties, which may arise from time to time.*
- *We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.*
- *All staff have job descriptions and a staff handbook, which set out their roles and responsibilities.*
- *All staff are required to sign a contract of employment.*

Recruitment

- *We are committed to recruiting, appointing and employing staff in accordance with all relevant legislation and best practice.*
- *We welcome applications from all sections of the community. Applicants will be considered on the basis of their suitability for the post, regardless of marital status, age, gender, culture, religious belief, ethnic origin or sexual orientation. Applicants will not be placed at a disadvantage by us imposing conditions or requirements, which are not justifiable.*
- *When seeking a new member of staff the following procedure will be followed:*
 - *The post will be advertised locally, and on BCC Job Website*
 - *A panel made up of the Manager, Business & Finance Manager, and a member of the board of trustees will short list applicants and hold interviews at which written records will be made.*
 - *Once a suitable applicant has been identified and has been offered and accepted the position, the board of trustees will obtain 2 references (one of which will be from the last employer) and carry out the necessary suitability and criminal record checks i.e. DBS Check (this also applies to volunteers), we will also subscribe to the DBS update service (annually) and carry out regular spot checks on all staff.*
 - *We will check any notable gaps in previous employment history both with the applicant for any position and their referees/other external sources until we receive a satisfactory explanation*

Little Oaks Pre-school - Policies

- *We aim to carry out Criminal Record checks every 3 years from the date of the original disclosure.*

Retention of staff, training and development

- *We support the work of our staff by holding regular supervision meetings, which include regular suitability checks.*
- *We undertake peer and managerial observations.*
- *We operate an annual appraisal and development system at which we identify any changes, which may affect performance of our staff (such as health issues). We also identify any training needs, which could benefit the personal development of the staff member as well as benefit the pre-school through increased quality of performance.*
- *Our Pre-school Manager and Deputy hold the CACHE level 3 Diploma in Pre-school Practice or an equivalent qualification and a minimum of half of our staff hold the CACHE level 2 Certificate in Pre-school Practice or an equivalent qualification.*
- *The board of trustees has the right to send staff on training courses were appropriate.*
- *We provide regular in-service training to all staff.*
- *We provide staff induction training over the course of the first three months of employment. This induction includes our Health and Safety, and Safeguarding Children Policy and Procedures.*

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

STUDENT & VOLUNTEER PLACEMENT POLICY

Statement of intent

This pre-school recognises that qualifications and training make an important contribution to the quality of the care and education provided by pre-school settings. As part of our commitment to quality, we offer placements to students undertaking early years' qualifications and training, including those studying a childcare qualification, as well as work experience students from secondary schools.

We also recognise that placement of appropriate volunteers in the setting can benefit the setting by providing increased adult to child ratios, as well as providing useful links with the community and a rewarding experience for the volunteer.

Aim

We aim to provide experiences for students and volunteers of a quality practice in early years care and education.

Methods

- We require schools/colleges placing students with the pre-school to vouch for their good character.*
- Neither students nor volunteers are allowed to have unsupervised access to children.*
- For volunteers who join our setting on a long-term basis we follow the following procedure:*
 - They are interviewed by the Manager, another senior member of staff or a member of the board of trustees.*
 - They will be DBS checked.*
 - References will be taken and checked*
- We take out employers' liability insurance and public liability insurance which covers both trainees and voluntary helpers.*
- We require students and volunteers to adhere to the following policies and sign copies to acknowledge their compliance:*

Safeguarding Policy

Whistle Blowing Policy

Health & Safety Policy

Confidentiality Policy

Social Networking Policy

Positive Behaviour Policy

Food & Drink Policy

- We co-operate with students' tutors in order to help students to fulfill the requirements of their course of study.*
- We provide students and volunteers, at the first session of their placement, with a short induction on how our pre-school is managed, how our sessions are organised and our policies and procedures.*
- We communicate a positive message to students and volunteers about the value of qualifications and training.*
- We make the needs of the children paramount by not admitting students or volunteers in numbers that hinder the essential work of the pre-school.*

Little Oaks Pre-school - Policies

- All long term students will be allocated a mentor who will be trained to a minimum Level 3 standard.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school _____

CONTINGENCY POLICY FOR UNEXPECTED STAFF ABSENCE AND/OR UNEXPECTED SITE CLOSURE

Little Oaks Pre-School will only open for business if the correct ratios of staff are present for any given session (1 adult to 4 children for 2.5 year olds and 1 adult to 8 children for 3 - 5 year olds). In a normal session we usually try to exceed this ratio. If, due to illness or unexpected emergency, a member of staff is unable to attend their session, the following procedure will take place:

- The member of staff should telephone the Manager or Deputy as early as possible; and preferably no later than 07:30 on the day of the session they are unable to attend.
- The Manager or deputy will phone members of the bank staff, until she finds a member of bank staff able to provide cover.
- If no bank staff are available she will telephone other members of staff who are not usually attending the given session.
- If no bank staff or regular staff are available the Business & Finance Manager would be contacted, who in will contact members of the board of trustees to see if one of them is available to cover.
- Should we be unable to obtain sufficient cover the pre-school would close for that session, and the Business & Finance Manager, would contact parents via parentmail or text, as well as contacting MIX 96 to put out the relevant closure alert.
- The above scenario would also be followed in the very unlikely event of an epidemic or another emergency meaning that a large number of staff could not attend a session.
- We would try to offer the child a place at an alternative session if possible or refund fees if applicable in this situation.

In very rare circumstances when the building is deemed unfit or unsafe for operational purposes and out of control of the pre-school, the Manager/Deputy and a member from the board of trustees would have to take the decision to close the session. Such circumstances might be:

- An epidemic illness affecting several members of staff (see above)
- Severe weather conditions (e.g. Heavy snowfall, flooding) either preventing members of staff from reaching work and/or making the building unfit for purpose
- Failure to equipment such as boiler breakdown or frozen pipes

In the event that one of these circumstances or something similar should occur, we would follow the procedure below:

- The Manager/Deputy and a member from the board of trustees will take the decision to close the session as early as circumstances permit. (We will do our utmost to contact all parents via phone).
- Either the Manager/Deputy, or Business & Finance Manager will telephone Mix 96 and ask them to put out a public announcement on the air to advise parents/carers that pre-school will be shut for the session/day. We recommend that in the event of severe weather conditions parents/carers tune into Mix 96 who will make public announcements about school closures in such circumstances.
- The Business & Finance Manager, Manager, and Deputies will endeavor to contact parents / carers whose children are due to attend sessions in the day in question would contact parents via parentmail or text. Ideally this should take place before the parent/carer has set out for the session. Additionally one or more of the following people – Business & Finance Manager, Manager, and Deputies would be on site at the usual start time to advise parents/carers of the situation and ask them to take their children home for the day.
- Refunds of fees will not normally be made for closures caused by these circumstances and that are caused by incidents out of the pre-school's control i.e. severe weather, no heating etc.

Little Oaks Pre-school - Policies

This policy was adopted at a meeting of the pre-school held on 16th September 2002

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school _____

MISSING CHILD POLICY

If it has been noticed by staff or parent helpers that a child is missing from a session in pre-school, the following procedure should occur.

- *All children should be called to a dedicated area (i.e. side room or canopy area).*
- *Two members of staff should immediately search the premises for the missing child, checking all the rooms including toilets, kitchen, main store room, two offices and side room.*
- *These two members of staff should also be looking for possible escape routes at the same time.*
- *The other staff and parent helpers should remain in the dedicated area with all the other children. This may mean activities have to be changed to accommodate the changes to staffing, e.g. all children collect on the mat for some singing.*
- *If the staff cannot find the child inside the room the same two members of staff should check outside. The child should be called by name and signs of exit should be looked for, e.g. open gate.*
- *A visual check should be carried out of the close vicinity*
- *If the child still cannot be found the police should be called (dial 999/112), followed by the child's parents and the Bucks Safeguarding Children Board (BSCB), and then follow the advice given by these agencies.*
- *The parent should be told that their child has gone missing from pre-school and questioned. Can they come to pre-school as soon as possible? Has the child ever done this before? Do you walk to school? Where do grandparents live, or other close family and friends the child knows well? Is it in the village? Can they walk/run to pre-school following their usual route to see if the child has decided to go to them?*
- *A member of the board of trustees should then be contacted.*
- *When the parent arrives tell them all the procedures you have followed in order to find their child, and that the police are on their way, as this will help alleviate their fears. Realise that there will be an investigation.*
- *This is all that can be done, and the other children should have their day continue as normally as possible.*
- *After the event, Ofsted should be notified of the missing child incident.*

This policy was adopted at a meeting of the pre-school held on 31st March 2003

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

UNCOLLECTED CHILD POLICY

STATEMENT OF INTENT

In the event that a child is not collected by an authorised adult at the end of a pre-school session/day, Pre-school puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

AIM

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

PROCEDURES

1. *Parents of children starting at the pre-school are asked to provide specific information which is recorded on our Registration Form, including:*
 - *Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;*
 - *Place of work, address and telephone number (if applicable);*
 - *Mobile telephone number (if applicable);*
 - *Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from pre-school, for example a child minder or grandparent.*
 - *Information about any person who does not have legal access to the child.*
 - *Details for our Buddy System – i.e. a nominated person who can collect the child on behalf of the parent/carer if they are running late.*
2. *On occasions when parents are not at home or in their usual place of work, they should make us aware so that if there is a problem we can contact them or of an alternative contact*
3. *On occasions when parents or the persons normally authorised to collect the child are not able to do so, they must record the name of the person who will be collecting their child in our Collection Book, a contact number must be provided for the person collecting the child. We agree with parents how the identification of the person who is to collect their child will be verified.*
4. *Parents are informed that if they are not able to collect the child as planned; they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our safeguarding the child procedures as set out in our safeguarding the child policy.*
5. *If a child is not collected at the end of the session/day, we follow the following procedures:*
 - *The Collection Book is checked for any information about changes to the normal collection routines;*
 - *If no information is available, parents/carers are contacted at home or at work within 15 minutes of late collection*
 - *If this is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school- and whose telephone numbers are recorded on the Registration Form - are contacted;*
 - *All reasonable attempts are made to contact the parents/carers or authorised contacts*
 - *The child stays at pre-school in the care of two fully-vetted workers until the child is safely collected;*
 - *The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book;*

Little Oaks Pre-school - Policies

- *If no one collects the child and the premises are closing; or staff are no longer available to care for the child by 16.15, we apply the procedures set out in our safeguarding the child Policy. We contact our local authority social care team (telephone number 01296 383962), BSCB, Bucks Safeguarding Children's Board (telephone number 08453 708090) and inform Ofsted (telephone number 0300 123 1231; and follow any advice given by these agencies.*
- *A full written report of the incident is recorded; and*
- *Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff including covering lunchtime lateness.*

**A LATE FEE WILL BE CHARGED FOR FREQUENT OFFENDERS AS DETAILED IN OUR LATE COLLECTION FORM
THE CURRENT FEE IS CHARGED AT A RATE OF £15 PER HOUR OR PART HOUR.**

This policy was adopted at a meeting of the pre-school held on 31st March 2003

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

OPERATIONAL PLAN FOR OUTINGS AND TRANSPORT

Little Oaks Pre-school believes outings play a necessary part in children's learning, but only if they are well planned and in accordance with policies and regulations. Therefore the following operational plan for outings has been written. If there are any parents or carers for whom English is their second language, Little Oaks Pre-school will ensure they understand the contents of any letters, involving the multi-cultural centre in Aylesbury if translation is required.

Outings and transport outside the village of Waddesdon

Little Oaks Pre-school occasionally undertakes an outing outside of the village of Waddesdon. This could be the annual summer trip or perhaps a Christmas show. In these cases the following operational plan would be implemented:

- The staff on an outing outside of the village are there to supervise the day. They will not be responsible for any particular child, but assist parents and children to make the most of the day.*
- The parents are responsible for their own children. We would recommend a ratio of one adult to two children (1:2).*
- If a parent cannot attend the summer trip they must nominate another parent, who has to be in agreement, to look after their child. Alternatively, Grandparents, Aunties, Godparents are welcome to bring the child.*
- We must be aware of these arrangements in advance of the day.*
- A parent or carer who turns up without having made prior arrangements of this kind for their child, who is not accompanying their child, will be turned away with their child. It is unfortunate this is the case, but we feel these kinds of trips need this sort of supervision, and we have not got sufficient staff to cope with the number of children attending this type of trip to maintain the correct staff to child ratios.*
- Parents will always be consulted and communicated with regarding these trips, with plenty of notice as to the date and nature of the trip.*
- Buses hired for the purpose of these trips will be hired from a respectable professional body, and they will also provide the driver. Insurance will be the responsibility of the organisation providing the buses. Little Oaks Pre-school will ensure the buses are insured for business use.*
- We will document the driver's name, insurance details and vehicle details.*
- Seat belts or lap belts will always be provided.*
- If car seats are required for babies and younger children it is the responsibility of the parents and carers to sort this out.*
- Drivers of the buses will be allowed no unsupervised access to the children.*
- The maximum seating will not be exceeded.*
- Children will not be left on the bus unattended.*
- In instances where the amount of children and adults exceed the capacity of the bus, another bus will be hired.*
- A prior visit to the venue to assess any potential risk will be carried out by a member of staff or the board of trustees.*
- This will include checking hand washing facilities, cleanliness of toilets and where they are, first aid centre, café facilities, baby care facilities, safety of venue, what facilities are available if the weather turns against us, especially an undercover area for consuming food, and inquiring about any other information we would need to know for our visit. Ask for a map of the venue to photocopy for parents.*
- This visit will also include finding out about their emergency evacuation procedure in case of fire or other emergency.*

Little Oaks Pre-school - Policies

- Children will wear wristbands with Little Oaks Pre-school written on them along with our telephone number.
- Little Oaks Pre-school's Manager and Deputy Manager will ensure they carry a working, charged mobile phone containing sufficient credit (at least £10), as well as a whistle for emergency use
- Little Oaks Staff will be responsible for co-ordinating the trip. This will include obtaining details of emergency contact telephone numbers for parents, in case of an emergency with a parent or carer as well as contact details of staff and children.
- Parents will be responsible for any medication their children may need to bring with them.
- Parents will be responsible for their children's food and drink for the day, as well as their own.
- Parents may need to bring spare clothes and plastic bags for their children in case of accidental spillages or wet weather.
- Parents are responsible for providing suitable clothing for their children. This would include providing warm coats, waterproofs, wellies, hats and gloves in cold weather, and sun hats, lightweight clothes, sunglasses and sunscreen in hot weather.
- If there are two buses, the Manager and half of the staff would travel in one bus with the Deputy Manager and the other half of the staff in the other. In no case would three buses be needed.
- Two sets of everything would be taken in this case. For example first aid kits, phones, etc.
- The Manager would inform parents and carers which bus they should be on. The buses would be numbered one and two. Parents, carers and staff would use the same bus for outward and return journeys.
- Each bus would have a register taken on board to include a list of bus one and bus two. This register would be taken at the beginning of the trip. A head count would also be conducted to provide a quick way to ensure everyone is present.
- Each bus would ensure they took the register again before the return trip commenced, waiting for people to return.
- Staff would provide parents and carers with a timetable of events before the trip commences. This would include departure times, lunch times, etc.
- Staff will work throughout the day carrying out activities such as providing information sheets, educational input for the children, where everyone should be and at what time.
- Staff will assist parents in any way possible to enhance the day.
- Staff will look for lost children with parents following our lost child policy. The procedure for a missing child on these outings would be the same as for outings in Waddesdon.
- In the event of a fire, staff will be aware of escape routes and assist parents and carers in their evacuation of the venue, conducting their own head counts, taking of registers, and liaising with staff at the venue if a child or adult is discovered missing.

This policy was adopted at a meeting of the pre-school 31st March 2003 held on

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

HEALTH AND SAFETY POLICY

STATEMENT OF INTENT

This pre-school believes that the health and safety of children is of paramount importance. We make our pre-school a safe and healthy place for children, parents, staff and volunteers.

AIM

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

HEALTH AND SAFETY OFFICER: Perry Taylor

THE BOARD OF TRUSTEES HEALTH AND SAFETY OFFICER: Peter Smyth

METHODS

The Health and Safety Officer will have completed satisfactory training and will undertake regular training to update their knowledge and understanding. We display the necessary health and safety posters in the kitchen.

Risk assessment

Our risk assessment process includes:

- *Checking for hazards and risks indoors and outside, and in our activities and procedures. Our assessments covers adults and children;*
- *Deciding which areas need attention; and*
- *Developing an action plan which specifies the action required and the timescales for action, the person responsible for the action and any funding required.*

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

- *Daily, visually, before the morning session begins; and*
- *Annually - when a full risk assessment is carried out, and recorded.*

Insurance Cover

We have public liability insurance and employers' liability insurance. The certificate is displayed on the notice board at the entrance.

Awareness raising

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

Little Oaks Pre-school - Policies

Children's safety

- Only persons who have been checked for criminal records by an enhanced disclosure from the Disclosure and Barring Service and are registered with Ofsted as child carers have unsupervised access to the children, including helping them with toileting.
- Adults never supervise children on their own.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults are present.

Security

- Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- The arrival and departure times of adults, volunteers and visitors are recorded.
- Our systems prevent unauthorised access to our premises.
- Our systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are securely stored during pre-school sessions.

Kitchen

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

Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked regularly. All electrical equipment undergoes an external assessment by a qualified electrical engineer each year and is risk assessed on site in its area of usage/storage by the Manager and/or the designated board of trustees' health and safety officer.
- Our boiler/electrical switchgear/meter cupboard is not accessible to the children.
- Fires, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- Lighting and ventilation is adequate in all areas including storage areas.

Storage

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

Outdoor area

- Our outdoor area is securely fenced.
- Our outdoor area is checked for safety and cleared of rubbish before it is used.
- No poisonous plants are allowed on the premises. No herbicides or pesticides are to be used on any plants on the premises.
- Where water can form a pool on equipment, it is emptied before children start playing outside.
- All outdoor activities are supervised at all times.
- The Gate providing access during morning drop off and afternoon pick up is continually padlocked during the day.

Little Oaks Pre-school - Policies

Activities

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

Food and drink

- All food and drink is stored appropriately.
- Adults do not carry hot drinks through the play area(s) and do not place hot drinks within reach of children.
- Snack and meal times are appropriately supervised and children do not walk about with food & drinks.
- Fresh drinking water is available to the children at all times.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic.
- No NUTS/NUT products are permitted onsite
- All staff are aware of the 14 key allergens and records are kept of any food served.

Animals

- Animals visiting the pre-school are, to the best of our knowledge, free from disease, safe to be with children and do not pose a health risk. The possibility of a child/staff member suffering an allergic reaction will be investigated using records on file prior to any visit.

Fire safety

FIRE SAFETY OFFICER (MEMBER OF THE BOARD OF TRUSTEES): PETER SMYTH

It is the responsibility of Buckinghamshire County Council to maintain the following, and we adhere to it:

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

FIRST AID PROCEDURE

ACTION PLAN FOR ACCIDENTS

- There will be one First Aid Trained member of staff dealing with the accident. If staffing numbers allow, 2 staff members is recommended.
- Only Staff who hold an up to date First Aid Certificate can handle injuries which occur at pre-school, the person responsible for dealing with the injury would depend on child to adult ratios in the accident zone.
- Two staff members will take the remaining children away from the injury site and keep the area clear.

Little Oaks Pre-school - Policies

- Staff need to ensure they have access to the phone and the pre-school telephone number is clearly written on it.
- The person(s) in charge of the First Aid Kits are Perry Taylor, they are responsible for checking the contents and sell by dates.
- The First Aid Draw contains a leaflet/instruction kit on emergency first aid procedures.
- In the First Aid Box (on the wall in the main room) we have the name, full address, and telephone details of Little Oaks.
- The First Aid Box also contains written directions of how to find Little Oaks Pre-school from Aylesbury and Bicester. We direct ambulances to the primary school car park.

First aid

At least one member of staff with a current first aid training certificate (relevant to infants and young children) is on the premises or on an outing at any one time. The first aid qualification includes first aid training for infants and young children.

Our first aid kit:

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

At the time of admission to the pre-school, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval. All medication administered to children on the premises is recorded, witnessed and signed by two staff and parents in the individual, confidential notebooks.

Our Accident Book:

- Is kept safely and accessibly;
- All staff know where it is kept and how to complete it; and
- Is reviewed termly to identify any potential or actual hazards.
- A copy of the accident form to be sent home with any adult collecting a child on behalf of the parent/guardian, to be given directly to the parent

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

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

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

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

Medication & Allergies (also refer to the ADMINISTERING MEDICINES POLICY)

We welcome children who have allergies, and we work closely with parents to ensure we cater for their child's individual requirements.

WE ONLY ADMINISTER PRESCRIBED MEDICATION THAT IS ISSUED BECAUSE OF A LIFE THREATENING OR LIFE LIMITING ILLNESS.

Little Oaks Pre-school - Policies

Parents are issued with a health care plan, where medication is required to be administered by a member of staff, parents are asked to give prior written permission for the administration of Inhalers, medicines required for life threatening occurrences and Epipens. The administration is recorded accurately and parents sign the record book to acknowledge the administration of a medicine.

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

Children's Asthma inhalers, medicines and Epipens are stored in their original containers, are clearly labelled and are inaccessible to the children.

A list of all children with allergies is available from the kitchen and main office, and all staff members are made aware of current allergies in setting.

We review this policy termly as and when a child with an allergy is due to start with us, and we make the necessary changes within setting as required.

Safety of adults

- The involvement of staff/visitors in accidents is recorded; the records are reviewed termly to identify any issues, which need to be addressed.

Records

We keep records of the following information:

- Adults authorised to collect children from pre-school;
- The names, addresses and telephone numbers of emergency contacts in case of children's illness or accident;
- The allergies, dietary requirements and illnesses of individual children;
- The times of attendance of children, staff, volunteers and visitors;
- Accidents; and
- Incidents.

This policy was adopted at a meeting of the pre-school held on 14th June 2005

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

HYGIENE POLICY (ILLNESSES)

STATEMENT OF INTENT

The pre-school is committed to the provision of a clean and hygienic environment, and an environment which provides infection control methods to minimise the spread and risks of infectious diseases and illnesses in children, staff, and any other persons in attendance.

AIM

This policy will set out the practices and procedures to be followed in order to ensure up-to-date infection control procedures and the provision of an environment which is clean and hygienic.

This policy applies to all staff and parents and the pre-school believes that hygiene is of paramount importance. We make our pre-school a safe and healthy place for children, parents, staff and volunteers.

Hygiene

- *We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up-to-date with the latest recommendations.*
- *Our daily routines encourage the children to learn about personal hygiene.*
- *The premises have a cleaning routine, which includes play areas, kitchen, toilets and nappy changing areas.*
- *We have a schedule for cleaning resources and equipment, dressing up clothes and furnishings.*
- *The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.*
- *We implement good hygiene practices by:*
 - *Cleaning tables between activities;*
 - *Checking toilets regularly;*
 - *Wearing protective clothing - such as aprons and disposable gloves - as appropriate;*
 - *Providing sets of clean clothes; and*
 - *Providing tissues and wipes.*

Sickness

- *Parents are asked to keep their children at home if they have any infection or are generally unwell, and to inform the pre-school as to the nature of the infection so that the pre-school can alert other parents, with due regard to confidentiality, and make careful observations of any child who seems unwell.*
- *Parents are asked not to bring into the pre-school anyone who has been vomiting or had diarrhoea until at least 48 hours has elapsed since the last attack.*
- *If the children of pre-school staff are unwell, the children will not accompany their parents/carers to work in the pre-school.*
- *Cuts or open sores, whether on adults or children, will be covered with sticking plasters or other dressings.*
- *Parents will be asked to administer any prescribed medication during pre-school hours. With regard to the use of nebulisers, the position will be clarified by reference to the pre-schools insurance company. (please refer to our medicine policy)*
- *The pre-school will ensure that the first aid equipment is kept clean, replenished and replaced as necessary. Sterile items will be kept sealed in their packages until needed.*

Ofsted is notified if a parent informs us that their child has had a confirmed diagnosis of a notifiable infectious disease by a qualified medical practitioner.

Little Oaks Pre-school - Policies

Following the diagnosis of an infectious disease parents/guardians will be required to keep their child away from the setting for a certain period of time; guidance from the Health Protection Agency will be consulted when setting these time periods.

Parents/guardians will also be required to keep their child away from the setting whilst on a prescribed course on antibiotics, if the prescription requires administering 4 times per day or more.

Kitchen

- *Children do not have access to the kitchen.*
- *All surfaces are clean and non-porous.*
- *There are separate facilities for hand washing and for washing up.*
- *Cleaning materials and other dangerous materials are stored out of children's reach.*
- *When children take part in cooking activities, they:*
 - *Are in the room;*
 - *Are supervised at all times;*
 - *Are kept away from hot surfaces and hot water; and*
 - *Do not have unsupervised access to electrical equipment.*

This policy was adopted at a meeting of the pre-school held on 14th June 2005

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

ADMINISTERING MEDICINES POLICY

STATEMENT OF INTENT

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting. In many cases, it is possible for children's GPs to prescribe medicine that can be taken at home in the morning and evening. Administering medicines in setting will only be done where it would be detrimental to the child's health or is required as part of the child's on-going medical needs, i.e. diabetes, allergies requiring an epi-pen or asthma. Training must be given to at least 3 full time staff and the child's keyworker.

Procedures

- If a child has not had a medication before, it is advised that the parent keeps the child at home for the first 48 hours to ensure there are no adverse effects, as well as to give time for the medication to take effect.
- Children taking prescribed medication must be well enough to attend the setting.
- A health care plan should already be in place, and a signed Parental Agreement for Setting to Administer Medicine form is also required, before the setting can administer any prescribed medication.
- Only medication prescribed by a doctor (or other medically qualified person) is administered. It must be in-date and prescribed for the current.
- Children's prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children.
- We record all instances of administered medicine in the child's individual medication record, one folder is located in the first aid box in the main room, and the second is located in the bottom draw of the filing cabinet in the main office. We record the date, time and dosage given as well as the initials of the person administering the medicine and the initials of the witness, the parent is then asked to sign the form when they collect their child at the end of the day.

This policy was adopted at a meeting of the pre-school held on 12th January 2015

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

FOOD AND DRINK POLICY (INC ALLERGIES)

STATEMENT OF INTENT

This pre-school regards snack and meal times as an important part of the pre-school's session/day. Eating represents a social time for children and adults and helps children to learn about healthy eating.

AIM

At meal times, we ask parents to provide nutritious food, which meets the children's individual dietary needs. We provide a snack during the morning and afternoon session, which comprises of a carbohydrate and fresh fruit or vegetable plus water or milk to drink.

METHODS

- *Before a child starts to attend the pre-school, we find out from parents their children's dietary needs, including any allergies.*
- *When a child first registers we consult with parents to ensure that we are aware of their children's dietary needs - including any allergies, this is recorded in our files, and parents then sign the record to signify that it is correct.*
- *We display current information about individual children's dietary needs so that all staff and volunteers are fully informed about them, this includes a picture of the child subject to allergies, and is displayed in the kitchen and main office.*
- *We implement systems to ensure that children receive only food and drink, which is consistent with their dietary needs and their parents' wishes.*
- *We require staff to show sensitivity in providing for children's diets and allergies. Staff do not use a child's diet or allergy as a label for the child, or make a child feel singled out because of his/her diet or allergy.*
- *We organise meal and snack times so that they are social occasions in which children and staff participate.*
- *We use meal and snack times to help children to develop independence through making choices, serving drinks and feeding themselves.*
- *We have fresh tap drinking water constantly available for the children. We inform the children about how to obtain the water and that they can ask for water at any time during the session/day.*
- *We inform parents who provide food for their children about the storage facilities available in the pre-school.*
- *We give parents who provide food for their children information about suitable containers for food.*
- *Children are not allowed in any circumstances to swap food or drink items.*
- *For children who drink milk, we provide semi-skimmed pasteurised milk, parents may provide an alternative to offer to those with allergies.*
- *We will report to Ofsted any food poisoning that affects two or more children that have been cared for on the premises. This will be done as soon as reasonably practicable, but in any event within 14 days of the incident.*
- *When preparing any snacks/ cooking / activities that involve food details of the 14 key allergens are noted and kept record of. All morning and afternoon snack is recorded along with the details of the allergens that they contain.*
- *A list of the 14 key allergens is displayed at all times within the kitchen.*

Little Oaks Pre-school - Policies

Snack

The children sit down for a snack in the middle of the morning and the afternoon sessions.

Little Oaks Pre-School follows the government's healthy eating policy.

We provide a variety of fruits or vegetables each day plus a carbohydrate for the children to try, this may encourage them to eat different types of healthy snack, which they may have refused before.

Please ensure you have made us aware of any allergies which your child has, forms are available from pre-school if you think your information is incorrect or needs updating.

Drinks are provided by Little Oaks and consist of a choice of milk or water at snack time.

Lunch Bunch

Following the morning session, we offer a lunch bunch session, at an additional cost. The room is laid out so that approximately 4-7 children and 1 member of staff are seated at each table.

If your child is attending the morning session, you should bring in their packed lunch at the beginning of the session and ensure that it is clearly labelled with their name. Please note that the lunch box is placed on the lunch trolley, it is not refrigerated and this should be considered when selecting which products to put in your child's lunch box.

Please note we are a NO NUT pre-school.

This policy was adopted at a meeting of the pre-school held on 14th June 2005

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

SMOKING POLICY

INTRODUCTION

Second hand smoke is a known health hazard. In 2004, the Government's Scientific Committee on Tobacco and Health reported that the increased risk to non-smokers of lung cancer from exposure to second hand smoke was 24% and the increased risk of heart disease 25%.

In provisions made under the Health Act 2006, all enclosed and substantially enclosed workplaces and public places will be legally required to be smoke free.

The following policy has been adopted by Little Oaks Pre-school to take all possible steps to protect employees and children from second hand smoke exposure and to comply with legislative requirements.

- a) Smoking (including e-cigarettes) is prohibited in Little Oaks Pre-school's premises and on the surrounding grounds, including the car park or on any land within the bounds of Waddesdon Village Primary School or Waddesdon C of E Secondary School. Smoking is also prohibited in company vehicles used by more than one person, and in private vehicles if a passenger is carried. This applies to employees whether employed directly by Little Oaks Pre-school, through an agency, by a contractor or other organisation, and visitors.*
- b) Employees will not be permitted to smoke whilst carrying out their duties and responsibilities for Little Oaks Pre-school.*
- c) Employees will not be permitted to smoke whilst in uniform.*
- d) The sale of tobacco and e-cigarettes will be prohibited in all Little Oaks Pre-school's premises.*
- e) Whilst Little Oaks Pre-school cannot enforce this request we would appreciate that all smokers are asked to smoke out of view of any land belonging to the Village Primary School or Waddesdon C of E Secondary School.*

POLICY FOR THIRD PARTY PREMISES

- a) Employees required to visit other premises not covered by smoke free legislation as part of their duties (i.e. domestic premises) should advise the visitor when arranging a visit of Little Oaks Pre-school's smoking policy. Although Little Oaks Pre-school has a duty of care to protect its employees it cannot control the smoking policy on these premises. Employees should agree that the visitor arrange for a non-smoking area to be provided for the duration of the visit. Where this is not possible, employees should ask the visitor to refrain from smoking inside the premises or in the meeting area for one hour before the visit and that the visitor not smoke during the duration of the visit.*
- b) In circumstances where it is not possible to arrange a visit beforehand, employees should seek advice from their line manager, who should take all reasonable steps to protect them from exposure to second hand smoke.*

Little Oaks Pre-school - Policies

IMPLEMENTATION AND ENFORCEMENT OF THE POLICY

- a) *Managers will be responsible for the promotion and maintenance of the policy by their staff. Managers will receive training and guidance regarding their responsibilities in relation to the policy and enforcement of it.*
- b) *Employees should inform the appropriate manager of anyone who fails to comply with the policy.*
- c) *Employees not complying with the policy will be referred to Occupational Health/their manager for support subject to the usual disciplinary procedure.*
- d) *Visitors not adhering to the policy will be asked to comply or leave the premises or site.*
- e) *All job applicants will be made aware of the policy via application packs, where a requirement to abide by it will be part of the person specification. Applicants will be reminded of the policy at interview stage.*
- f) *A copy of the policy will form part of new employees' induction packs. Training and guidance on enforcing the policy will form part of new managers' induction process.*

SUPPORT FOR THOSE WHO SMOKE

- a) *Little Oaks Pre-school recognises that smoking is an addiction and that the smoking policy will impact on smokers' working lives. Little Oaks Pre-school wishes to support employees who want to stop and help individuals adjust to this change. Little Oaks Pre-school will give each employee who smokes, and wishes to stop, four hours paid time off to seek professional help from the local NHS Stop Smoking Service, their GP or other recognised method of smoking cessation.*
- b) *Little Oaks Pre-school's Occupational Health department/manager/owner will provide smoking cessation support/information on free local NHS stop smoking services.*

This policy was adopted at a meeting of the pre-school held on 1st November 2011

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

DRUG AND ALCOHOL ABUSE POLICY

AIM

Little Oaks Pre-school recognises that alcohol and drug abuse related problems are an area of health and social concern. It also recognises that a member of staff with such problems needs help and support from his / her employer.

Little Oaks Pre-school also recognises that alcohol and drug abuse problems can have a detrimental effect on work performance and behaviour. Little Oaks Pre-school has a responsibility to its employees and children to ensure that this risk is minimised.

Accordingly, Little Oaks Pre-school policy involves two approaches:

- Providing reasonable assistance to the member of staff with an alcohol or drug abuse problem who is willing to co-operate in treatment for that problem.
- Disciplinary rules, enforced through disciplinary procedures, where use of alcohol or drugs (other than on prescription) affects performance or behaviour at work, and where either (1) an alcohol or drug dependency problem does not exist or (2) where treatment is not possible or has not succeeded.

Little Oaks Pre-school has not the internal resources to provide or arrange treatment or other forms of specialist assistance. Such services are provided by GPs, hospitals and other agencies. Through this policy Little Oaks Pre-school will seek both to assist a member of staff in obtaining such specialist help, and to protect his/her employment.

Assistance for a Member of Staff

Little Oaks Pre-school will, where possible, provide the following assistance to a member of staff:

- Helping the member of staff to recognise the nature of the problem, through referral to a qualified diagnostic or counselling service.
- Support during a period of treatment. This may include a period of sick leave or approved other leave, continuation in post or transfer to other work, depending upon what is appropriate in terms of the staff member's condition and needs of the Pre-school.
- The opportunity to remain or return to work following the completion of a course of treatment, as far as is practicable, in either the employee's own post or an alternative post.

Little Oaks Pre-school's assistance will depend upon the following conditions being met:

- The Occupational Health Service / or the individual's GP diagnoses an alcohol or drug dependency related problem.
- The member of staff recognises that he/she is suffering from an alcohol or drug abuse problem and is prepared to co-operate fully in referral and treatment from appropriate sources.

Little Oaks Pre-school and its employees must recognise the following limits to the assistance Pre-school can provide:

- Where a member of staff fails to co-operate in referral or treatment arrangements, no special assistance will be given and any failure in work performance and behaviour will be dealt with through the Disciplinary Procedure.
- If the process of referral and treatment is completed but is not successful, and failure in work performance or behaviour occurs, these will be dealt with through the Disciplinary Procedure.
- A member of staff's continuation in his/her post or an alternative post during or after treatment will depend upon the needs of the Pre-school at that time.

Little Oaks Pre-school - Policies

Disciplinary Action

In line with Pre-school's disciplinary rules, the following will be regarded as serious misconduct:

- a) Attending work and/or carrying out duties under the influence of alcohol or drugs.*
- b) Consumption of alcohol or drugs whilst on duty (other than where prescribed or approval has been given).*

Breach of these rules will normally result in summary dismissal, and only in exceptional cases will either notice or the reduced disciplinary action of a final written warning be applied.

*Where a breach of these rules occurs, but it is established that an alcohol or drug abuse related problem exists, and the member of staff is willing to co-operate in referral to an appropriate service and subsequent treatment, Little Oaks Pre-school will **suspend** application of the Disciplinary Procedure and provide assistance as described above. Staff who do not comply with the treatment suggested or continue to abuse alcohol or drugs will be subjected to the application of the Disciplinary Policy.*

Procedures

Nature of the Procedures

The procedures define management responsibilities and provide guidelines on:

- Where assistance to a member of staff should be provided and the nature of and limits to such assistance.*
- The application of Little Oaks Pre-school's Disciplinary Procedure.*

Through the Occupational Health Service / or the individuals GP the Pre-school will provide:

- Advice and support to managers on
 - i) Whether an alcohol or drug related problem exists*
 - ii) progress in treatment*
 - iii) re-establishment or continuation at work of a member of staff or other appropriate arrangements.**
- Assistance to members of staff with alcohol or drug abuse related problems.*

This does not include directly providing treatment or specialist help which is the responsibility of GPs, hospitals and other agencies working in the field. The Occupational Health Service / or the individuals GP, in close liaison with these persons and agencies, will assist staff referred in the following ways:

- through counselling encourage them to come to a better understanding of their problem and the benefits of seeking treatment or help;*
- providing advice and direction regarding obtaining treatment and specialist help;*
- Assisting in continuing at or achieving a return to work.*

Alcohol or drug abuse related problems can come to the notice of management through:

- Failures in work performance or behaviour necessitating use of the Disciplinary Procedure. In such situations the procedure described above should be followed.*
- Other means, where a member of staff seeks or agrees to accept assistance on a voluntary basis. In such situations, the procedures described above should be followed.*

Little Oaks Pre-school - Policies

Situations where use of the Disciplinary Procedure is Appropriate

Recognition of the existence of a possible alcohol or drug abuse problem.

Abuse of alcohol or drugs can affect performance and behaviour at work, i.e. either through serious misconduct at work, (where there is a direct and demonstrable breach of the disciplinary rules regarding alcohol or drug abuse at work), or where there is a falling off of standards of work performance or behaviour, and abuse of alcohol or drugs is a possible cause.

The immediate line manager will be responsible for responding to such situations, carrying out either counselling or disciplinary investigations and interviews, supported as appropriate by a more senior Manager.

In such interviews the possible existence of an alcohol or drug abuse problem should be explored. The line manager is not required to diagnose the existence of an alcohol or drug abuse problem, merely to assess whether such abuse is a possible factor.

Any requirements of the Disciplinary Procedure regarding allowing the member of staff representation will be observed.

Diagnosing the existence of an alcohol or drug abuse problem.

Should the interviews lead to the conclusion that an alcohol or drug abuse problem might exist and the member of staff accepts referral, the manager should refer the matter to the Occupational Health / or the individuals GP, who will be responsible for establishing whether or not a diagnosis of alcoholism or drug dependence can be made.

Disciplinary action should be suspended until diagnostic advice is obtained. Where appropriate, suspension arrangements in the Disciplinary Procedure should be followed.

If the interview fails to lead to the conclusion that an alcohol or drug abuse problem exists, or the member of staff rejects, or fails to co-operate in referral, disciplinary action should be continued, where and as the situation justifies.

Confirmation that an alcohol or drug abuse problem exists and treatment arrangements.

If a positive diagnosis of an alcohol or drug abuse problem is made, and the member of staff agrees to co-operate in treatment, treatment arrangements should commence.

Where necessary, the Occupational Health Service / or the individuals GP will advise the member of staff regarding treatment and will be responsible for monitoring progress with treatment and advising the manager concerned. This advice should be available at least monthly following commencement of treatment and thereafter as appropriate. (Disciplinary action should be discontinued unless the member of staff fails to co-operate on the treatment arranged.) Should a diagnosis of alcoholism or drug dependence not be confirmed or should the member of staff refuse to co-operate in treatment, disciplinary action should be continued.

The Occupational Health Service / or the individuals GP will advise on whether a situation has been reached where there is a lack of progress with treatment or lack of co-operation by the member of staff. Managers must review the facts and consider whether or not there needs to be a return to the use of Disciplinary Procedures.

Where medical certificates are submitted, sick leave should be given. Should the employee continue to be fit for work during the period of treatment, he/she should be permitted to continue in his/her post or alternative work unless such an arrangement would have an adverse effect on Little Oaks Pre-school services. In such circumstances, annual or unpaid leave should be approved or, exceptionally, suspension arranged.

If a member of staff has been off work during the period of treatment, before returning to duty, he/she will be

Little Oaks Pre-school - Policies

seen by the Occupational Health Service / or the individuals GP who will advise management regarding capability for continuation in his/her own post and whether any special supervision or other arrangements are required.

Every effort should be made to comply with the advice provided by the Occupational Health Service / or the individuals GP. If it is not reasonably practicable to do so, and as a result, the member of staff is not able to resume duty, employment may be terminated on the grounds of incapacity (ill health).

If a member of staff is again involved in disciplinary situations resulting from alcohol or drug abuse related problems, a second referral to the Occupational Health Service / Little Oaks Pre-school Approved Doctor and suspension of the disciplinary procedure may be appropriate. If they advise positively on the possibilities of further treatment or help and the willingness of the member of staff to co-operate, the disciplinary procedure may be suspended again to permit treatment and help to be undertaken. This second referral will not apply if the further disciplinary problems involve serious misconduct. Third and subsequent referrals are not permissible.

Situations where a Disciplinary Situation does not exist

There may be situations where the possible existence of alcohol or drug abuse problems affecting a member of staff comes to a manager's attention, although there is, or has been, no discernible effect on work performance or behaviour. This could arise if a member of staff confides in his/her manager about an alcohol or drug abuse problem, or a manager could see a need to approach a member of staff after observing possible "indicators" of an alcohol or drug abuse problem (ie) an absence pattern, information provided by the member of staff's colleagues, etc.

In such situations, Little Oaks Pre-school would wish staff to feel they could seek help from their employer (in complete confidence) without worry that their job security would be in jeopardy. Accordingly if managers should be faced with a situation of this type they should:

- a) seek the advice of the Occupational Health Service / or the individuals GP regarding whether and how the matter could be dealt with;
- b) Counsel the member of staff and, if appropriate, arrange for the member of staff to be interviewed by the Occupational Health Service / or the individuals GP.
- c) as in the procedure described above, the Occupational Health Service / or the individuals GP will play a facilitating role (i.e.) seeking to establish whether a problem exists, advising and directing the member of staff towards appropriate forms of treatment and help.

These steps cannot be taken without the co-operation of the member of staff. If the member of staff does not wish to co-operate, no further action should be taken.

Should a member of staff take up the opportunity of assistance on this voluntary basis there need be no further formal involvement of management in terms of action or the right to learn of progress with treatment. It may be however that the member of staff would wish, or agree to, further involvement of management as a means of assisting progress with treatment.

Use of the disciplinary procedures and/or the application of the approach described above would only be appropriate if subsequently, the member of staff is involved in a breach of disciplinary rules.

Should the problems of the member of staff develop to an extent that his/her continuation in post or employment became impossible, it may be necessary to identify alternative work or arrange for termination, on the same basis as Little Oaks Pre-school operates for staff with problems of incapacity due to ill health.

Little Oaks Pre-school - Policies

This policy was adopted at a meeting of the pre-school held on 1st November 2011

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

EMERGENCY EVACUATION POLICY

FIRE DRILL PROCEDURE (BOARD OF TRUSTEES FIRE SAFETY OFFICER: PETER SMYTH)

In case of a fire the following procedure should take place:

- *The designated person for fire safety is **Perry Taylor** in conjunction with the board of trustees fire safety officer **Peter Smyth**.*
- *The fire alarm has gone off.*
- *The Manager or whomever is leading the session immediately collects the register, phone and signing in book, or they nominate another member of staff this responsibility*
- *The designated person for fire safety named above (or designated assistant) is to check source of fire safely to determine which exits are safe to be used, shutting off fire source if found and able to do so.*
- *The main fire exit with double doors is to be used if no source found.*
- *The Manager or whomever is leading the session is to organise the children into a queue.*
- *Deputy/Supervisor (or assistant) to organise rear of queue, delegating designated assistant to check toilets, adult toilet, disabled toilet, kitchen, main office, side room, side office and store rooms for children and adults.*
- *Parent helpers/Volunteers and any visitors would immediately join staff and the children in the queue.*
- *The queue containing staff, children, visitors, Manager and Deputy/Supervisor at the rear, would exit the building and go to the bottom of the pre-school garden or KS2 playground of the primary school, where the register will be called and 999/112 to be rung.*
- *If any persons are missing the Manager or Deputy or designated assistance are to double-check areas in the building if safe to do so.*
- *If short-term temporary accommodation is needed the Primary school would provide this.*
- *When the Fire Brigade arrives the Manager or designated person should contact the officer in charge (wearing white hat) to confirm everyone is out of the building and to confirm details of the source of the fire if known.*
- *Parents and visitors should be alerted to fire exits and routes through their child's key worker, and via notices in the room. Word of mouth should be used to visitors on arrival.*
- *These incidents should be recorded in the fire-log book.*

IF THIS IS A FIRE PRACTICE: POINTS TO CONSIDER

- *How to inform staff, parents, visitors and children of Little Oaks' fire procedures?*
- *Frequencies of fire drills and carrying them out on different sessions to ensure all staff and children have participated.*
- *How complicated is the procedure?*
- *How long did it take to evacuate the room?*
- *How were the details of the drill recorded, and how were any problems dealt with e.g. sleeping children?*
- *Did visitors, staff, parents and children know where the exits were and know our procedure?*
- *Were there any obstructions such as buggies in the way, blocking exits?*
- *Do we carry out enough checks to ensure exits are clear?*

Little Oaks Pre-school - Policies

MANUAL EMERGENCY PROCEDURE

There may be instances where an emergency evacuation procedure is necessary; but there is no fire or fire alarm, e.g. a gas leak. Please follow the following procedure:

- The Manager or Deputy Manager if absent immediately collects the register, phone and signing in book
- The main exit would be used unless the emergency was in the garden. The front doors would be used in this case.
- The Manager or Deputy Manager if absent will put their hands up to signal to staff, visitors, parents and children and explain that an emergency evacuation is required.
- The Manager or Deputy Manager if absent would organise the children into a queue.
- The Deputy Manager or their designated assistance would organise the rear of the queue, delegating an assistant to check toilets, kitchen, both offices, side room, store rooms and disabled toilet for children or adults.
- Parent helpers would immediately go their child and stay with their child joining in the queue.
- Visitors would join staff in the queue.
- The queue consisting of staff, children, visitors, the Manager and Deputy at the rear, would exit the building from the most suitable exit point.
- A register would be called to include visitors, parents, children and staff by the Manager or Deputy Manager if the Manager was absent.
- The Deputy or designated assistant would call out the necessary help required.
- The assembly point would be in the KS2 playground of the primary school.
- If short term temporary accommodation was needed the Primary school would provide this.
- Parents and visitors should be aware of all fire exits and procedures through notices in the room, parent rota information guidelines and/or word of mouth.
- These incidents should be recorded in the fire-log book.

IF THIS IS A PRACTICE EMERGENCY EVACUATION PROCEDURE: POINTS TO CONSIDER

- How to inform staff, parents, visitors and children of Little Oaks' emergency evacuation procedure?
- Frequencies of practices and carrying them out on different sessions to ensure all staff and children have participated.
- How complicated is the procedure?
- How long did it take to evacuate the room?
- How were the details of the practice recorded, and how were any problems dealt with e.g. sleeping children?
- Did visitors, parents, staff and children know where the exits were and know our procedure?
- Were there any obstructions such as buggies in the way, blocking exits?
- Do we carry out enough checks to ensure exits are kept clear?

LOCK DOWN PROCEDURE

We will follow this procedure in event of a lock down:

- Staff members shouts red alert, this notifies all staff that the intruder threat/Lock down procedure should now be followed.
- All staff outside need to come back in the building.
- The last person in the back door locks/secures that area.
- Another member of staff turns lights out, and ensures front door locked and keys removed, toilet areas are clear, collect registers, signing in and visitor's book.
- Another staff member call 999, and joins rest of group.
- Staff member to stand in designated area and perform head count from the main board and get children sat down (no stated due to security risk).

Little Oaks Pre-school - Policies

- *If head count is not right quietly call the register.*
- *Black out area as best you can with resources available.*
- *Staff to create a human shield around children.*
- *Turn phones to quiet or silent*
- *Keep calm and quiet.*

This policy was adopted at a meeting of the pre-school held on 31st March 2003

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

SUPPORTING CHILDREN WITH SPECIAL EDUCATIONAL NEEDS & DISABILITIES (SEND)

This SEND policy is written in response to the SEND Code of Practice 2015 and will be referred to as required and a copy is available from the office to view if requested.

<https://www.gov.uk/government/publications/send-code-of-practice-0-to-25>

INCLUSION STATEMENT

Little Oaks Pre-school works on the belief that all children and their families have a right to be part of their local community, and to be welcomed and included on equal terms. Little Oaks Pre-School will welcome and include all children. Providing a broad-based curriculum, appropriately delivered to all children according to their level of need and ability.

At Little Oaks we treat every child as an individual. Your child will be allocated a key person who will be responsible for your child's development. Through the use of observations and planning for their next steps we are able to identify any concerns which we will share with you, and with consent we will contact other professionals if required.

Our setting will endeavour to ensure that all children have the opportunity to participate in the full range of activities and opportunities offered, and that their individuality and potential will be recognized, valued and nurtured herein.

At Little Oaks Pre-school the named SENDCO is Fred Worrell (Sally Warren DEPUTY)

Qualifications, Training and Experience

- Level 2
- SENDCO Training
- Early Bird Training
- Tier 1 Autism Training
- Module 1 & 2 Speech & Language Training in Early Years

Support available within setting for children with SEND

Little Oaks Pre-school operates from a purpose built premises, which complies with the DDA. The SENDCO will liaise with outside agencies e.g. Portage workers, Sensory support teachers and Speech and language therapists where necessary and also work closely with parents/carers to access any specialist equipment that may be required. Visual timetables are also used to assist children with the daily routine.

Our key worker system at Little Oaks Pre-school ensures each adult is responsible for approximately 5-10 children; so each child receives plenty of adult time and attention. Our staff are committed to training and increasing their knowledge of SEND. Two staff members have completed a workshop in inclusion within the Early Years Foundation Stage (EYFS), and Tier 1 Autism training has been given to a large proportion of the staff.

1. Valuing Parents

Little Oaks Pre-school works closely with the parents/carers of all the children in the group to draw upon their knowledge and expertise in planning provision for their child. We will regularly discuss with you your child's progress and achievements, and are always willing to share concerns.

2. Information Gathering

A strong relationship between the child's parents/carers and the pre-school is very important to us. All parents/carers have the opportunity to view their child's Learning Journal and to meet the child's Key Worker to discuss their child's development. The SENDCO at Little Oaks Pre-school will monitor and assess children with the help of observations by all staff. In addition they will ensure that accurate records are kept about meetings and information passed on by parents about children with special educational needs, maintaining confidentiality at all times. A SEN Support Plan will be developed and reviewed at regular intervals throughout

Little Oaks Pre-school - Policies

the year, we also use graduated approach.

3. Monitoring and recording

Little Oaks Pre-school's system of observation and record keeping, which operates in conjunction with parents, enables us to monitor all children's needs and progress on an individual basis.

Within our setting for every child identified as having a special educational need, we will devise a structured programme to meet the child's needs.

For all children in our setting we will offer a differentiated curriculum, which is regularly evaluated to make sure all children are making satisfactory progress.

4. Liaising with other Early Years Settings

At Little Oaks Pre-school, Staff regularly attend SEND liaisons meetings and EYFS Network Group meetings, with other Early Years practitioners. With parental permission we will pass on records to your child's next setting, for children transferring to Waddesdon Village Primary School we arrange a visit in the term before they are due to start. Our staff will be encouraged to establish relationships with other local settings to share expertise and training.

5. Liaising with the LEA

Little Oaks Pre-school is a member of the Buckinghamshire Early Years Development and Childcare Partnership and values their support with training, SEND Briefing sessions, EYFS Network Group meetings and regular visits from our area inclusion team.

6. Liaising with Outside Agencies

At Little Oaks Pre-school, with parental permission, The SENDCO will access support from outside agencies where possible. Little Oaks will work alongside all professionals as required including Health Visitors, Pediatricians, the local Inclusion Team, Speech and Language Therapists etc. Little Oaks Pre-school will ensure that all relevant information is relayed back to the parents.

7. Considering the Child's Views and Opinions

United Nations Convention on the rights of the child: Children, who are capable of forming views, have a right to receive and make known information, to express an opinion, and to have that opinion taken into account in any matter affecting them. The views of the child should be given due weight according to the age, maturity and capability of the child.

Our Pre-school will take into account the views of the child wherever possible. SEN targets will be set taking into consideration activities favoured by the child. The child's view will be sought where possible, by asking, listening, observing, and in a variety of ways through play, and in collaboration with parents and carers.

8. Supporting Colleagues

Each child's key worker will work closely with both parents/carers and this relationship will ensure that any knowledge concerning the child's development is shared. At Little Oaks Pre-school the SENDCO will support and be a reference point for colleagues in all SEND matters.

9. Commitment to attend training

The SENDCO at Little Oaks Pre-school has attended the Buckinghamshire SENDCO training, and attends and feeds back from the termly SEN Liaison Meetings. All staff at Little Oaks continually receive and refresh their training including an Introduction to Makaton, all are qualified within Early Years or currently studying for their qualifications. As a pre-school we continually reflect upon our practice and will organise and attend training when a particular need is identified.

10. Disability Discrimination Act

Though we acknowledge that not all children with a disability have a special educational need we have regard for the Disability Discrimination Act and will make reasonable adjustments to include all children and their

Little Oaks Pre-school - Policies

families. The setting provides a range of accessible resources and equipment, i.e. various sized tables and chairs, visual labels for resources, access ramps into main entrance and garden.

11. Implications for the Setting and how these implications will be managed

In order for the SENDCO to carry out their duties effectively, we will allow reasonable time out from their regular duties within pre-school to co-ordinate review meetings, contact outside agencies and to make observations.

THE ROLE OF OTHER STAFF

At Little Oaks Pre-school the staff will work under the guidance of the SENDCO to help identify children with special educational needs, to help implement SEN Plans, and to develop the SEND policy.

The Role of the Board of Trustees

Little Oaks Pre-school Trustees will support the SENDCO and staff in implementing the SEND policy. It will be reviewed, along with all our policies annually, unless significant changes take place beforehand. The board of trustees acknowledges the importance of confidentiality at all times.

Where possible we will encourage staff to attend SEND training.

The Role of the Manager

At Little Oaks Pre-school the Manager has responsibility for the day- to- day management of all aspects of the setting's work, including provision for children with SEND, and will also work closely with the SENDCO, they will be kept informed of all meetings with parents.

Procedures for resolving complaints about SEND provision

As with our complaints policy and procedure, we aim to resolve any disagreements in a way that is mutually acceptable to all parties, as quickly as possible. If a complaint cannot be resolved within the setting, parents can seek support from the SEND IAS by calling 01296 383754, or sendias@buckscc.gov.uk.

This policy was adopted at a meeting of the pre-school held on 14th June 2005

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

EQUALITY OF OPPORTUNITIES POLICY

STATEMENT OF INTENT

Our pre-school is committed to providing equality of opportunity and anti-discriminatory practice for all children and families.

AIM

We aim to:

- Provide a secure environment in which all our children can flourish and in which all contributions are valued;*
- Include and value the contribution of all families to our understanding of equality and diversity;*
- Provide positive non-stereotyping information about different ethnic groups and people with disabilities;*
- Improve our knowledge and understanding of issues of equality and diversity; and*
- Make inclusion a thread, which runs through all of the activities of the pre-school.*
- Challenge inappropriate behaviour, attitudes and practices.*

The legal framework for this policy is:

- Care Standards Act 2000;*
- Crime & Disorder Act 1998;*
- Equality Act 2006 updated 2010,*
- Race Relations Act 1976; amended Act 2000;*
- Sex Discrimination Act 1986; amended 2008;*
- Children Act 1989 and 2004;*
- Children & Families Act 2014;*
- Child & Adoption Act 2006;*
- Childcare Act 2006;*
- Special Educational Needs and Disability Act 2014;*
- Disability Discrimination Act 1995 and 2005;*
- Every Child Matters and;*
- EYFS 2017.*

METHODS

ADMISSIONS

Our pre-school is open to all members of the community.

- We advertise our service within Buckinghamshire.*
- If required we would provide information in a language other than English.*
- We base our admissions policy on a fair system.*
- We ensure that all parents are made aware of our equal opportunities policy.*
- Where necessary we would develop an action plan to ensure that people with disabilities could participate successfully in the services offered by the pre-school and in the curriculum offered.*

EMPLOYMENT

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

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TRAINING

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

CURRICULUM

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

We do this by:

- Making children feel valued and good about themselves;
- Ensuring that children have equality of access to learning;
- Reflecting the widest possible range of communities in the choice of resources;
- Avoiding stereotypes or derogatory images in the selection of materials;
- Celebrating a wide range of festivals;
- Creating an environment of mutual respect and tolerance;
- Helping children to understand that discriminatory behaviour and remarks are unacceptable;
- Ensuring that the curriculum offered is inclusive of children with special educational needs and children with disabilities; and
- Ensuring that children whose first language is not English have full access to the curriculum and are supported in their learning. Through support from the multicultural centre and other organisations e.g. METAS.

VALUING DIVERSITY IN FAMILIES

We welcome the diversity of family life and work with all families.

- We encourage children to contribute stories of their everyday life into the pre-school.
- We encourage parents/carers to take part in the life of the pre-school and to contribute fully.
- For families who have a first language other than English, we value the contribution their culture and language offer.
- We offer a flexible payment system for families of differing means.
- British Values

FOOD

- We work in partnership with parents to ensure that the medical, cultural and dietary needs of children are met.
- We help children to learn about a range of food, cultural approaches to mealtimes and eating and to respect the differences among them.
- When appropriate unusual or "exotic" foods will be provided at relevant times in the year e.g. Carnival of Culture.

MEETINGS

- Meetings are arranged to ensure that all families who wish to may be involved in the running of the pre-school.
- Information about meetings is communicated in a variety of ways - written and verbal, to ensure that all parents have information about access to the meetings.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

ACHIEVING POSITIVE BEHAVIOUR

AIM

We believe that children and adults flourish in an ordered environment in which everyone knows what is expected of them and children are free to develop their play and learning without fear of being hurt or hindered by anyone else. We aim to work towards a situation in which children can develop self-discipline and self-esteem in an atmosphere of mutual respect and encouragement.

BEHAVIOUR MANAGEMENT OFFICER: JULIE ARNOLD

BOARD OF TRUSTEES BEHAVIOUR MANAGEMENT REPRESENTATIVE: STUART BROWN

METHODS

In order to achieve this aim, we operate the following behaviour management policy:

- *Keep in contact with Health Visitors and work together with the named officer above.*
- *Rules governing the conduct of the group and the behaviour of the children will be discussed and agreed within the pre-school and explained to all newcomers, children, parents and staff.*
- *All parents and staff in the pre-school will ensure that the rules are applied consistently, so that children have the security of knowing what to expect and can build up useful habits of behaviour.*
- *All parents and staff will try to provide a positive model for the children with regard to friendliness, care and courtesy.*
- *Parents and staff in the pre-school will praise and endorse desirable behaviour such as kindness and willingness to share.*
- *We will take positive steps to avoid a situation in which children receive adult attention only in return for undesirable behaviour. Where appropriate this might be achieved by a period of "time out".*
- *In cases of serious misbehaviour, such as racial or other abuse, the unacceptability of the behaviour and attitudes will be made clear immediately, but by means of explanation rather than personal blame.*
- *In cases of misbehaviour, it will be made clear to the child or children in question that it is the behaviour and not the child that is unwelcome.*
- *Staff and parents will not shout, or raise their voices in a threatening way.*
- *Staff and parents in the pre-school will make themselves aware of, and respect, a range of cultural expectations regarding interactions between people.*
- *We will keep a record of in-house training.*
- *Induction training given to staff will include our behaviour management policy.*
- *We actively encourage children to consider the views and feelings, needs and rights of others and the impact that their behaviour has on people, belongings, resources and living things through modeling positive language and behaviour at all times.*
- *Physical intervention will only be taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behavior if absolutely necessary. If physical intervention is used a record will be kept and any parents/carers will be informed the same day or as soon reasonably practicable.*

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When children behave in unacceptable ways:

- Physical punishment, such as smacking or shaking, will be neither used nor threatened.
- Children will never be sent out of the room by themselves.
- Techniques intended to single out and humiliate individual children such as the "naughty chair" will not be used.
- Children who misbehave will be observed and a behaviour plan will be put in place.
- Any behaviour problems will be handled in a developmentally appropriate fashion, respecting individual children's level of understanding and maturity, i.e. time out or distraction, depending on severity of behaviour and age of child.
- Recurring problems will be tackled by the whole pre-school, in partnership with the child's parents, using objective observation records to establish an understanding of the cause.
- If further help is required the person named above will contact Bucks County Council Early Years for advice.
- Staff and parents will be aware that some kinds of behaviour may arise from a child's special needs.

BULLYING

Bullying involves the persistent physical or verbal abuse of another child or children. We take bullying very seriously.

If a child bullies another child or children:

- We intervene to stop the child harming the other child or children;
- We explain to the child doing the bullying why her/his behaviour is inappropriate;
- We give reassurance to the child or children who have been bullied;
- We help the child who has done the bullying to say sorry for her/his actions;
- We make sure that children who bully receive praise when they display acceptable behaviour;
- We do not label children who bully;
- When children bully, we discuss what has happened with their parents and work out with them a plan for handling the child's behaviour; and
- When children have been bullied, we share what has happened with their parents, explaining that the child who did the bullying is being helped to adopt more acceptable ways of behaving.

This policy was adopted at a meeting of the pre-school held on 17th June 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

ADMISSIONS POLICY

STATEMENT OF INTENT

It is our intention to make our pre-school accessible to children and families from all sections of the local and wider community.

AIM

We aim to ensure that all sections of our community have access to the pre-school through open, fair and clearly communicated procedures.

METHODS

In order to achieve this aim, we operate the following admissions policy:

- *We ensure that the existence of the pre-school is widely advertised in places accessible to all sections of the community.*
- *We ensure that information about our pre-school is accessible - in written and spoken form - and provide access to information for parents with special requirements.*
- *We work on the following dates for admissions throughout the Academic Year:*
 - *Autumn Term (September) must have turned 2 on or before 28th February*
 - *Spring Term (January) must have turned 2 on or before 31st May*
 - *Summer Term (April) must have turned 2 on or before 31st August*
- *Different rules apply for a 2 year old funded child, these are looked at on a one to one basis.*
- *We normally close our waiting list on 31st December of each year (i.e. 9 months before the academic year starts), however if we have over 80 children eligible to attend during the academic year we will close the list early.*
- *Children whose details are added to our list after this date will sit on a holding list until a place becomes available, however we do advise all parents to look for an alternative setting as we are heavily oversubscribed.*
- *Our pre-school and its practices welcome fathers and mothers, other relations and other carers, including childminders.*
- *Our pre-school and its practices treat individuals equally, regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.*
- *Our pre-school and its practices enable children with disabilities to take part in the life of the pre-school.*
- *We monitor the gender and ethnic background of children joining the group to ensure that no accidental discrimination is taking place.*
- *We make our equal opportunities policy widely known.*
- *We are flexible (within reason) about attendance patterns to accommodate the needs of individual children and families.*

In the event that sessions are oversubscribed, priority is given as follows:

- *Children already attending the pre-school in receipt of government funding.*
- *Local (Waddesdon Village) children not currently attending the pre-school in receipt of government funding.*
- *Children already attending the pre-school not in receipt of government funding.*
- *Children who have spent the longest time on our waiting list.*
- *Non-local children in receipt of government funding.*
- *Children with siblings already attending the setting (sibling must be attending the pre-school in the same academic year for this to apply).*
- *Proximity to the pre-school.*

NB. In year admissions from families moving into the village will be allocated on availability.

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Please note: If your child is claiming their full funding from another setting we will allocate sessions to these children last. Session requests will be allocated in March prior to the academic year your child is due to start. If requests for sessions are made after the deadline set out on the form, sessions will be allocated on availability.

As priority will be given according to the list of criteria above, please be aware that having your child's name on the waiting list will not guarantee that you are allocated a place. However, when places become available, they will be allocated to children according to the above criteria.

In the event that lunch bunch sessions are oversubscribed, priority is given as follows:

- Children already attending the setting all day
- Children already attending the setting on that day; priority to those with siblings already attending
- Children on our waiting list, by date of birth, due to start during the current academic year.

Government funding for 3 and 4 year olds

Under current government legislation, your child will be eligible for a grant-funded place at Little Oaks for a maximum of five 3 hour sessions per week for up to 38 weeks each year from the term **following** their 3rd birthday, cut off dates are as follows:

Flexible offer in relation to 2, 3 & 4 Year Funding is set out as below:

- Children are entitled to 3 & 4 year old funding in the term following their 3rd birthday (see table above). 2 year olds are dealt with on a one to one basis.
- Children can attend either 5 mornings or 5 afternoon sessions per week (fewer if attending more than one provider)
- Children can also attend a combination of 5 sessions over mornings and afternoons (fewer if attending more than one provider)
- We do not offer Lunch Bunch as a part of the state funding for 3 & 4 year olds and details of charges are detailed within the prospectus and your child's starter pack.
- The parents of the children who are entitled to 3 & 4 year old funding must complete the necessary paperwork which will be provided by us, and they are also required to provide proof of their child's date of birth
- Your child is expected to attend for the hours claimed for. If your child does not attend regularly, without a valid reason, funding may be withdrawn.
- If the full 15 hours are not already being claimed, we will in exceptional circumstances, claim for the lunch fees. This is on a case by case basis.
- We run 5 x 3 hour morning sessions (09.00 - 12.00), 5 x 3 hour afternoon sessions (12.30 - 15.30) plus 5 x 30 minutes lunch club (12.00 - 12.30); this is due mainly due to a constraint within our lease.
- We cannot guarantee that we will be able to provide the sessions that you request, but we will try our best to accommodate everyone's requests for funded sessions.
- Please note if you are claiming a stretched offer (at a r 52 weeks), you are unable to claim funding through a term time setting.

30 Hours Funding

It is the parents responsibility to check if they are eligible for 30 hour and this can be done by visiting www.childcarechoices.gov.uk, if eligibility is confirmed you must provide the Business & Finance Manager your National insurance number and the eligibility code (staring 100 or 500). It is then your responsibility to check eligibility again before the expiry date of the code, which would have been given at the time of registration.

At this moment in time we do not have the availability to offer 30 hours, please contact the business and

Little Oaks Pre-school - Policies

finance manager for more information. Please note the 30 hours can be shared between 2 providers.

Your child's name must be on our register by December 31st in order for him or her to be considered for a place in the following academic year: i.e. register by December 31st 2017 for a place starting anytime between September 2020 and July 2019. Aforementioned criteria for prioritising places will still apply if spaces are limited.

Please note that we do not take children who are legally entitled to a school place, i.e. children who have turned 4 in the previous academic year, unless they have been granted a place that will educate them out of their chronological year group.

This policy was adopted at a meeting of the pre-school held on 17th June 2002

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school _____

PARENTAL INVOLVEMENT POLICY

We believe that children benefit most from pre-school education and care when parents and pre-schools work together in partnership.

OUR AIM

- To support parents as their children's first and most important educators.
- To involve parents in the life of the pre-school and their children's education.
- To support parents in their own continuing education and personal development.

METHODS

In order to fulfill these aims:

- We are committed to ongoing dialogue with parents to improve our knowledge of the needs of their children and to support their families;
- Through access to written information and through regular informal communication. We inform all parents about how the group is run and its policies. We check to ensure parents understand the information which is given to them;
- We encourage and support parents to play an active part in the governance and management of the pre-school;
- We inform all parents on a regular basis about their children's progress;
- We involve parents in the shared record keeping about their children - either formally or informally - and ensure parents have access to their children's written records;
- We provide opportunities for parents to contribute their own skills, knowledge and interests to the activities of the group;
- We inform parents about relevant conferences, workshops and training;
- We consult with parents about the times of meetings to avoid excluding anyone;
- We provide information about opportunities for being involved in the pre-school in ways which are accessible to parents with basic skills needs, or those for whom English is an additional language;
- We hold meetings in venues which are accessible and appropriate for all;
- We welcome the contributions of parents, in whatever form these may take;
- We inform all parents of the systems for registering queries; complaints or suggestions and check to ensure these are understood. All parents have access to our written complaints procedure; and
- We provide opportunities for parents to learn about the pre-school curriculum and about young children's learning, in the pre-school and at home.
- We provide communication booklets to encourage information sharing between key workers and parents/carers

In addition, to these policies we adhere to The Early Years Foundation Stage – Statutory Framework, please refer to the bottom of the Health, hygiene and safety policy for more information.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

SETTLING IN PRE-SCHOOL POLICY

This policy supports the settling in procedure within our prospectus.

STATEMENT OF INTENT

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

AIM

We aim to make the pre-school a welcome place where children settle quickly and easily because consideration has been given to the individual needs and circumstances of the children and their families.

METHODS

- Before a child starts to attend the pre-school, we use a variety of ways to provide his/her parents/carers with information. These include written information (including our prospectus and policies), displays about pre-school activities, information days and evenings and individual meetings with parents.*
- When a child starts to attend, we work with his/her parents to decide on the best way to help the child to settle into the pre-school.*
- We allocate a key worker to each child and his/her family, before he/she starts to attend.*
- We use up to the first 3 sessions at which a child attends pre-school to explain and complete with his/her parents the child's registration records. We encourage the parents/carers to attend these first 3 sessions to help with settling their child in when applicable.*

Please note we will always take the needs of the individual child into consideration, and any decision about the individuals settling in procedure will be made by the keyworker and/or manager in association with the child's parent/carer.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date) 11th September 2020

Signed on behalf of the pre-school

PAYMENT OF FEES, BAD DEBT & FUNDING POLICY

Fees are payable half-termly at the beginning of each half-term and are reviewed on a regular basis, and we aim to give parents at least 1 months' notice of any increase. Fees continue to be payable if a child is absent without notice for a short time. Each child's attendance at the group is conditional upon continued payment of any necessary fees. Payment is due no later than 14 days from the invoice date. Failure to pay by the required date will mean that the following steps will be taken:

- *The parent will be issued with a reminder one week after the fees are due, detailing the amount outstanding and requesting immediate payment.*
- *If payment is not received within 7 days, details of the outstanding account will be passed to the board of trustees.*
- *The board of trustees will approach/contact the parent/carer, to discuss payment outstanding.*
- *If payment is still outstanding for more than 4 weeks of the invoice date without explanation, the board of trustees may reallocate the child's place to another child on our waiting list.*
- *The board of trustees will then decide on what action to take concerning the outstanding payment.*
- *In the event that fees cannot be recovered by any other means, the board of trustees will initiate proceedings through the small claims court.*

Other circumstances related to fees and funding;

- *If you choose to withdraw your child from Little Oaks midway through a half-term, the fees for that half term cannot be refunded.*
- *If you choose to withdraw your child from Little Oaks midway through a half-term, funding received from the LEA is not transferable unless due to an exceptional circumstance.*
- *Your child is expected to attend for the hours claimed for. If your child does not attend regularly for their claimed hours without a valid reason, funding may be withdrawn.*
- *We are unable to give refunds for any holidays that are taken during the pre-school term-time.*
- *We are unable to give a refund if a child is absent due to illness.*
- *In cases of prolonged absence, parents should consult the board of trustees who will take a final decision in exceptional cases.*
- *In the event that a child remains absent from the pre-school and/or their fees remain unpaid for more than 4 weeks without explanation, the board of trustees may consider it necessary to reallocate their place to another child on the waiting list.*
- *If at any time you experience difficulty in paying Little Oaks fees, please do not hesitate to contact our Business & Finance Manager, or Manager/Deputy.*

Monthly plans are available on request.

This policy was adopted at a meeting of the pre-school held on

30th April 2007

Last reviewed and/or revised (date)

3rd December 2019

Signed on behalf of the pre-school

EQUIPMENT AND RESOURCES POLICY

STATEMENT OF INTENT

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

AIM

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

METHODS

In order to achieve this aim:

- We provide play equipment and resources which are safe and - where applicable - conform to the BSEN safety standards or the Toys (Safety) Regulation (2011);
- We provide a sufficient quantity of equipment and resources for the number of children.
- We provide resources which promote all areas of children's learning and development, which may be child or adult led;
- We select books, equipment and resources which promote positive images of people of all races, cultures and abilities, are non-discriminatory and avoid racial and gender stereotyping;
- We provide play equipment and resources which promote continuity and progression, provide sufficient challenge and meet the needs and interests of all children;
- We provide man-made, natural and recycled materials which are clean, in good condition and safe for the children to use;
- We provide furniture which is suitable for children and access to furniture which is suitable for adults;
- We store and display resources and equipment where children can independently choose and select them;
- We check all resources and equipment regularly as they are set out at the beginning of each session and put away at the end of each session. We repair and clean, or replace any unsafe, worn out, dirty or damaged equipment;
- We keep an inventory of resources and equipment. This will record the date on which each item was purchased and the price paid for it;
- We use the inventory to:
 - Review the balance of resources and equipment so that they can support a range of activities across all areas of play, learning and development; and
 - Record the dates and results of checking the resources and equipment;
- We provide adequate insurance cover for the pre-school's resources and equipment;
- We have access to the local toy library if we wish to introduce new books and a variety of resources to support children's interests; and
- We plan the provision of activities and appropriate resources so that a balance of familiar equipment and resources, and new exciting challenges is offered.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

IT & TELECOMS POLICY (E-SAFETY)

MOBILE PHONE, PHOTOGRAPHY & IT EQUIPMENT

- 1) *A mobile phone and a laptop are provided when the needs of the post require it. Where a mobile phone is provided, it is supplied primarily for pre-school business and not for private calls, except in case of emergencies. If personal calls are made, the amount may be deducted from the following month's expense claim (if applicable), or the following month's salary.*
- 2) *In addition, the user will be responsible for ensuring the safe keeping of the equipment.*
- 3) *All users will be asked to sign an agreement giving their consent for deductions for private calls to be made from expenses or salary. Failure to sign such an agreement, will lead to the withdrawal of the mobile phone.*
- 4) *At no time will any information that contravenes the Data Protection Act be stored on the hard drive of the laptop.*
- 5) *Under no circumstances must cameras of any kind be taken into the toilets, without prior consultation with management, (i.e. photographs of the children washing their hands).*
- 6) *Together with all our other electrical equipment, any mobile phone and IT equipment requiring an electrical supply will undergo an annual electrical equipment assessment by a qualified electrical engineer and will be risk assessed on site in its area of usage/storage by the Manager and/or a member of the board of trustees responsible for health & safety.*
- 7) *All staff mobile phones will be kept in the main office or locker area throughout contact time with the children and will be returned to or claimed by the owner at the end of the session, this includes the phones or cameras of visitors or volunteers.*
- 8) *Mobile phone calls may only be taken at staff breaks or in the staff members' own time, unless with prior agreement with management.*
- 9) *In the event of a personal emergency a staff member, parent or visitor is free to use the setting's land line or make a personal call from their mobile in the designated staff area or lobby, after requesting permission from the manager.*
- 10) *Staff will need to ensure that the manager has up to date contact information, emergency contact forms are issued annually.*
- 11) *Staff need to make their families aware of emergency work telephone numbers. This is the responsibility of the individual staff member.*
- 12) *All cameras in the pre-school including those of staff members can be subject to scrutiny at any time by the safeguarding officer, manager, deputy, members of the board of trustees or safeguarding representative of the board of Trustees.*
- 13) *Images on cameras should be downloaded onto the main computer daily, the images should then be deleted from the camera's memory card, and if they have not been removed they must be filed in the filing cabinet draw until it is possible to download and then remove them.*
- 14) *Images of the children within our care which are held on the main computer shall be kept for a maximum of 6 months after they have left our care, they will be transferred to CD-Rom and stored on site, and on successful transfer to CD-rom we will delete all images stored on the main computer.*

Little Oaks Pre-school - Policies

15) All staff members, volunteers and students found to be non-compliant with this policy will face disciplinary action.

EMAIL & INTERNET USAGE POLICY

The Pre-school is establishing standards for staff, for the use of its computer system and software.

All employees will receive the appropriate training and are therefore required to comply with these guidelines.

The email system & Internet usage are only authorised for purposes directly connected with the business of the Little Oaks.

Personal use of the email system & Internet is a privilege not a right. You may make occasional personal use of the email system & Internet provided it does not interfere in any way with your work.

Little Oaks will not tolerate the use of the email system or Internet for any of the following:

- Any message that could constitute harassment or bullying, e.g. on the grounds of race, gender, faith, sexual persuasion or disability
- Online gambling
- Accessing or sending pornography
- Posting confidential information about other workers, Little Oaks or its customers or suppliers.
- Failure to respect copyright when downloading or forwarding information from the Internet
- Usage of unlicensed software
- Excessive personal use

Little Oaks reserves the right to monitor, intercept & view all data sent or received electronically by you and all Internet sites accessed by using your computer or other property owned by the organisation.

The standard signature & disclaimer should be attached to the bottom of all external emails.

Failure to comply with the above may result in disciplinary action being taken against you including dismissal.

INTERNET USAGE FOR TEACHING PURPOSES

Internet use should be carefully planned and targeted within a regulated and managed environment to show the children the benefits of accessing information from around the world to enhance their learning.

- Pre-School Internet access will be tailored expressly for educational use and will include appropriate filtering. Pupils will learn appropriate Internet use. Staff will guide pupils in online activities that will support their learning journeys.
- The Internet is also used in the Pre-school to support the professional work of staff, to allow effective planning and to enhance the Pre-school's management information and business administration systems.
- Children will only use age appropriate software in the setting.
- When the children use the child friendly digital camera, any photographs will be downloaded or deleted from the device at the end of term.

Little Oaks Pre-school - Policies

For general e-safety information and advice:

- CEOP (www.Thinkuknow.co.uk)
- ChildLine (www.Childline.org.uk)
- Childnet (www.childnet.com)
- Internet Matters (www.internetmatters.org)
- NSPCC (www.NSPCC.org.uk)
- Parenting in the Digital Age (www.PitDa.co.uk)

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date)

11th September 2020

Signed on behalf of the pre-school

DATA PROTECTION POLICY

The Pre School Staff and the board of trustees intend to comply with requirements and policies of the Data Protection Act 1998. General information regarding the Data Protection Act can be found via the Independent Commissioner website at WWW ICO.gov.uk. We are registered with the ICO (reference number Z273791X).

COLLECTION AND PROCESSING OF PERSONAL DATA AND INFORMATION

Little Oaks Pre-School need to request personal information regarding the individuals at the Pre-school. We are required to store information relating to Name, Age, Special needs, Family details including parents details and other family members, addresses (residential and email), telephone numbers, doctors etc.

The personal data we collect is used to process requests for our services, to provide such services and to keep records of those who use our services as required in order for us to comply with the relevant parties and officials.

Data will be kept as accurate and up to date as possible - In order to comply with this Little Oaks Pre-School will not store information any longer than necessary for the purpose registered, in accordance with the data protection guidelines. We will regularly check that the data held is kept up to date, is adequate and not excessive for the purpose it is being held. We will check records regularly for missing; excessive or incorrect data and we may contact third parties for the verification of certain items of data.

AUTHORISED DISCLOSURE OF INFORMATION

The Pre-School will, in general, only disclose data about individuals with their consent. However there are circumstances under which the Pre-School may need to disclose data without explicit consent for that occasion.

These circumstances are limited to:

- Pupil data disclosed to authorised recipients related to education and administration necessary for the Pre-School to perform its statutory duties and obligations.*
- Pupil's data disclosed to authorised parties in relation to their child's health, safety and welfare.*
- Pupil's data disclosed to parents in relation to their child's progress, attendance, attitude, achievements or general behaviour within and in the vicinity of the Pre-School environment.*

Staff data disclosed to relevant authorities – i.e. for payroll and administrative duties.

Only authorised staff are permitted to make external disclosures of personal data. Data used within the Pre-School by the board of trustees and staff will only be made available when the person or people requesting the information are permitted to do so and are working legitimately with the Pre-School and when the information requested is required for them to complete their work.

Little Oaks Pre-School will not disclose any information from pupils' records that would be likely to cause serious harm to their physical or mental health or that of anyone else. Including anything which may suggest that they are or have been either the subject of or are at risk of child abuse.

Little Oaks Pre-school - Policies

DATA SECURITY

Little Oaks Pre-School undertake to ensure the security of personal data.

- *Appropriate measures are taken to ensure that the building is secure, such as locks on cupboards and filing systems. Only authorised personnel are able to access items such as computers and personal information on paper and disks etc. Computers are password protected and necessary security measures are in place to protect the loss, misuse of or alteration of information provided.*
- *The main entrances to the Pre-School are locked and visitors to the Pre School are required to sign in and out and when necessary and are accompanied.*
- *Any queries and concerns regarding security of Pre-School data should in the first instance be placed in writing and referred to the Board of Trustees or the Manger.*
- *The board of trustees and all staff members are required to undertake a check by the Disclosure and Barring Service to be able to work directly with the Pre-School.*
- *Staff can be held personally liable in law under the terms of the Data Protection Act. They may also be subject to claims for damages from persons who believe they have been harmed as a result of inaccuracy, unauthorised use or disclosure of their data.*
- *A deliberate breach of the Data Protection policy will be treated as a disciplinary matter and serious breaches could lead to dismissal.*
- *When no longer required all personal data will be disposed of by the use of a shredder.*

If in doubt, staff should refer to the Manager for guidance.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date) 25th September 2020

Signed on behalf of the pre-school _____

General Data Protection Regulation Policy Statement

GDPR stands for General Data Protection Regulation and it will replace the current Data Protection Directives. It was approved by the EU Parliament in 2016 and comes into effect on 25th May 2018.

GDPR states that personal data should be 'processed fairly & lawfully' and 'collected for specified, explicit and legitimate purposes' and that individuals data is not processed without their knowledge and are only processed with their 'explicit' consent. GDPR covers personal data relating to individuals. Little Oaks Pre-school is committed to protecting the rights and freedoms of individuals with respect to the processing of children's, parents, visitors and staff personal data.

The directive gives individuals the right to know what information is held about them. It provides a framework to ensure that personal information is handled properly. Little Oaks Pre-school is registered with the ICO (Information Commissioners Office) under registration reference: **Z273791X** and has been registered since **June 2011**. The certificate is display on the parent's information board in the main room.

GDPR includes 7 rights for individuals

1) The right to be informed

Little Oaks Pre-school is a registered Childcare provider with Ofsted and as so, is required to collect and manage certain data. We need to know parent's names, addresses, telephone numbers, email addresses, as well as their date of birth and National Insurance numbers in some cases relating to funding claims.

We need to know children's' full names, addresses, date of birth. For parents claiming the free nursery entitlement we are requested to provide this data to Buckinghamshire County Council; this information is sent to the Local Authority via a secure electronic file transfer system. We hold a copy of an official document that verifies the name and date of birth of the child, i.e. birth certificate or passport.

We are required to collect certain details of visitors to our pre-schools. We need to know visitors names, telephone numbers, and where appropriate addresses and company name. This is in respect of our Health and Safety and Safeguarding Policies.

As an employer Little Oaks Pre-school is required to hold data on its employees; names, addresses, email addresses, telephone numbers, date of birth, National Insurance numbers, photographic ID such as passport and driver's license, bank details. This information is also required for Disclosure and Barring Service checks (DBS) and proof of eligibility to work in the UK. This information is sent via a secure file transfer system to GBG for the processing of DBS checks.

All data of this nature is archived onsite and shredded after the legal retention period.

Little Oaks Pre-school uses Cookies on its website to collect data for Mobirise, this data is anonymous.

2) The right of access

At any point an individual can make a request relating to their data and Little Oaks Pre-school will need to provide a response (within 1 month). Little Oaks Pre-school can refuse a request, if we have a lawful obligation to retain data i.e. from Ofsted in relation to the EYFS, but we will inform the individual of the reasons for the rejection. The individual will have the right to complain to the ICO if they are not happy with the decision.

Little Oaks Pre-school - Policies

3) The right to erasure

You have the right to request the deletion of your data where there is no compelling reason for its continued use. However Little Oaks Pre-school has a legal duty to keep children's and parents details for a reasonable time; Little Oaks Pre-school retain these records for 3 years after leaving pre-school, children's accident and injury records for 21 years, and 24 years for Child Protection records. Staff records must be kept for 6 years after the member of leaves employment, before they can be erased. This data is archived onsite and shredded after the legal retention period.*

4) The right to restrict processing

Parents, visitors and staff can object to Little Oaks Pre-school processing their data. This means that records can be stored but must not be used in any way, for example reports or for communications.

5) The right to data portability

Little Oaks Pre-school requires data to be transferred from one IT system to another; such as from Little Oaks Pre-school to the Local Authority, or to shared settings via e-mail. These recipients use secure file transfer systems and have their own policies and procedures in place in relation to GDPR.

6) The right to object

Parents, visitors and staff can object to their data being used for certain activities like marketing or research.

7) The right not to be subject to automated decision-making including profiling.

Automated decisions and profiling are used for marketing based organisations. Little Oaks Pre-school does not use personal data for such purposes.

Storage and use of personal information

All paper copies of children's records are kept in a main office at Little Oaks Pre-school in a locked filing cabinet. All staff records are kept in a locked cabinet in the Business Office at Little Oaks Pre-school. Members of staff can have access to these files but information taken from the files about individual children is confidential and these records remain on site at all times. These records are shredded after the retention period.

Information about individual children is used in certain documents, such as, a weekly register, medication forms, referrals to external agencies and disclosure forms. These documents include data such as children's names, date of birth and sometimes address. These records are shredded after the relevant retention period, however some details are passed onto the next setting, i.e. their primary school.

Little Oaks Pre-school collects a large amount of personal data every year including; names and addresses of those on the waiting list. These records are added to the child's file and stored appropriately.

Information regarding families' involvement with other agencies is stored both electronically and in paper format, this information is kept in either of the locked offices depending on the nature of the information help. These records are shredded after the relevant retention period.

Upon a child leaving Little Oaks Pre-school and moving on to school or moving settings, data held on the child may be shared with the receiving school. Such information will be sent via Royal Mail or hand delivered to the local school.

Little Oaks Pre-school - Policies

Little Oaks Pre-school stores personal data held visually in photographs or video clips or as sound recordings, unless written consent has been obtained. No names are stored with images in photo albums, displays, or on the website.

Access to all Office computers is password protected. Any portable data storage used to store personal data that is likely to be taken offsite, e.g. USB memory stick, are password protected.

GDPR means that Little Oaks Pre-school must;

- Manage and process personal data properly
- Protect the individual's rights to privacy
- Provide an individual with access to all personal information held on them

* see attached Pre-school Learning Alliance Retention periods for records at the end of these document.

This policy was adopted at a meeting of the pre-school held on

26th April 2018

Last reviewed and/or revised (date)

25th September 2020

Signed on behalf of the pre-school

COMPLAINTS PROCEDURE

STATEMENT OF INTENT

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

AIM

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

METHODS

To achieve this, we operate the following complaints procedure.

HOW TO COMPLAIN

Stage 1

- Any parent who is uneasy about an aspect of the pre-school's provision should first of all discuss his/her worries and anxieties with the Pre-school Manager at the earliest opportunity.*

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Pre-school Manager and a trustee. The member of the board of trustees will endeavour to reply to the letter within one week of receiving it.*
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.*

Stage 3

- The parent requests a meeting with the Pre-school Manager and a trustee. The Manager and the member of the board of trustees will endeavour to find a meeting date suitable for all parties within one week of receiving the request. Both the parent and the Manager should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.*
- This signed record signifies that the procedure has concluded.*

Stage 4

- If at the Stage 3 meeting the parent and pre-school cannot reach agreement, an external mediator should be found and invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.*
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the pre-school personnel (Pre-school Manager and a member of the board of trustees) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.*

Stage 5

Little Oaks Pre-school - Policies

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

ALL COMPLAINTS MUST BE RESPONDED TO WITHIN 28 DAYS.

THE ROLE OF THE OFFICE FOR STANDARDS IN EDUCATION, EARLY YEARS DIRECTORATE (OFSTED) AND THE BUCKS SAFEGUARDING CHILDREN'S BOARD (BSCB).

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

You can contact OFSTED via the following methods:

Post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

www.ofsted.gov.uk/parents

These details are displayed on our pre-school's notice board. Our Ofsted Registration is EY357026.

If a child appears to be at risk, our pre-school follows the procedures of the Bucks Safeguarding Children's Board (BSCB) in our local authority.

In these cases, both the parent and pre-school are informed and the Pre-school Manager works with Ofsted or the Bucks Safeguarding Children's Board (BSCB) to ensure a proper investigation of the complaint followed by appropriate action.

RECORDS

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of the pre-school held on 13th May 2002

Last reviewed and/or revised (date) 11th October 2017

Signed on behalf of the pre-school _____

IN ADDITION, TO THESE POLICIES WE ADHERE TO THE EARLY YEARS FOUNDATION STAGE – STATUTORY FRAMEWORK, COPIES CAN BE DOWNLOADED FROM:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/596629/eyfs_statutory_framework_2017.pdf

WE ALSO USE THE 2015 WHAT TO EXPECT, WHEN? GUIDANCE – A COPY CAN BE DOWNLOADED FROM:

https://www.foundationyears.org.uk/files/2015/03/4Children_ParentsGuide_2015_WEB.pdf

WE ARE INSPECTED BY OFSTED AND THEY USE THE EARLY YEARS INSPECTION FRAMEWORK TO MAKE THEIR BEST FIT JUDGEMENT - A COPY CAN BE DOWNLOADED FROM:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/828465/Early_years_inspection_handbook.pdf

Please also feel free to review the copy we hold in the pre-school office, PLEASE NOTE THIS DOCUMENT CANNOT BE TAKEN OFF SITE, please contact a member of staff for assistance.