

Safeguarding Children

1.1 Children's rights and entitlements

Policy statement

- We promote children's rights to be strong, resilient and listened to by creating an environment in our setting that encourages children to develop a positive self image, which includes their heritage arising from their colour and ethnicity, languages spoken at home, religious, cultural traditions and home background.
- We promote children's rights to be strong, resilient and listened to, by encouraging children to develop a sense of autonomy and independence.
- We promote the children's rights to be strong, resilient and listened to by, by enabling children to have the self confidence and the vocabulary to resist inappropriate approaches.
- We help children to establish and sustain satisfying relationships within their families with peers, and with other adults.
- We work with parents to build their understanding of, and commitment to, the principles of safeguarding all our children

1.2 Safeguarding children and child protection

[Including managing allegations of abuse against a member of staff]

Policy statement

Our Nursery will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life. Our safeguarding policy is based on the three key commitments of Poppies Daycare Nursery Safeguarding children policy.

Procedures

We carry out the following procedures to ensure we meet the three key commitments of Poppies Daycare Nursery Ltd Safeguarding Children Policy.

Key Commitment 1

Poppies are committed to building a 'culture of safety' in which children are protected from abuse and harm in all areas of its service delivery.

Staff and volunteers

- Our designated persons who co-ordinates child protection issues are: Elaine Harrison and Vicky Wheelband.
- The manager has completed the 'Safer Recruitment' training.
- We ensure all staff and parents are made aware of our Safeguarding policies and procedures.
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the nursery are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure and Barring Service before post 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 references and Disclosure and Barring checks for staff and volunteers, to ensure that no disqualified person works at the Nursery or has access to children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Vulnerable Groups 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 setting.
- We take security steps to ensure that we have control over who comes into the Nursery so that no unauthorised person has unsupervised access to children.
- Parents must give written consent if child is to be collected by another person, ID of that person will be checked.

Key commitment 2

The nursery is committed to responding promptly and appropriately to all incidents or concerns of abuse that may occur and to work with statutory agencies in accordance with the procedures that are set down in 'What to do if you're worried a child is being abused' [HMG 2006].

Responding to suspicions of abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual as well as neglect.
- When children are suffering from physical, sexual or emotional abuse, or may be experiencing neglect, this may be demonstrated through the things they say [direct or indirect] disclosure] or through changes in their behaviour, appearance or their play.
- Where such evidence is apparent, the child's key worker makes a dated record of the details of the concern and discusses what to do with the manager who is acting at the designated person. The information is stored in the Nursery manager's office, in a locked cabinet in a disclosure book.
- We refer each concern to the local authority Child Protection Team for advice and co-operate fully in any subsequent investigation [NB in some cases this may mean the police or other agency identifies by the local Safeguarding Children's Board.]
- We take care not to influence the outcome either through the way we speak to the children or by asking questions of the children.
- We use the detailed procedures and reporting format contained in the Preschool Learning Alliance's publication: Child Protection Record for use in the Early Years Settings; when making a referral to children's social care and appropriate other agencies.

Recording suspicions of abuse and disclosures

- Where a child makes comments to a member of staff that gives cause for concern [disclosure], observes signs or signals that gives cause for concern, such as significant changes in behaviour; deterioration in general well-being; unexplained bruising, marks or signs of possible abuse or neglect that member of staff:
 - listens to the child, offers reassurance and gives assurance that he or she will take action;
 - does not question the child;
 - makes a written record that forms an objective record of the observation or disclosure that includes:
 - the date and time of observation or the disclosure;
 - the exact words spoken by the child as far as possible;
 - 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.

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- These records are signed and dated and kept in the disclosure file that is locked in the Nursery Managers office.

Making a referral to the local authority social care team

- The Pre-school Learning Alliance's publication 'Child Protection Record' contains detailed procedures for making a referral to the local social care team, as well as a template form for recording concerns and making referral. This is based on 'What to do if your child is being abused' [MMG 2006]
- We keep a copy of this document and follow the details of the guidelines given.
- All members of staff are familiar with the Child Protection Record and follow the procedures for recording and reporting.

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 Safeguarding Children board 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 the parents.

Liaison with other agencies

- We work within the Local Safeguarding Children Board guidelines.
- We have a copy of 'What to do if a child is being abused' for parents and staff and all staff are familiar with what to do if they have any concerns.
- 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 setting and social services to work well together.

Day: Kennet Team
The Cedars
Bath Road
Devizes
SN10 2AP

01380 730055

Out of hours: Emergency Duty Team
PO Box 1424
Devizes
Wiltshire
SN10 3TF

0845 6070888

- If a report is to be made to the authorities, we act within the Area Child Protection guidance in deciding whether we must inform the child's parents at the same time.

Allegations against staff

- We ensure all parents know how to complain about the behaviour or actions of staff or volunteers within the Nursery, or anyone working on the premises occupied by the Nursery, which may include an allegation of abuse.
- We follow the guidance of the Safeguarding Children Board when responding to any complaint that a member of staff, or volunteer within the nursery, or anyone working on the premises occupied by the nursery, has abused a child.

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- We respond to any disclosure by children or staff that abuse by a member of staff or a volunteer within the nursery, or anyone working on the premises occupied by the nursery may have taken, or is taking place, by first recording the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's social care department to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this.
- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- Where the management and children's social care agree it is appropriate in the circumstances, the manager will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

Disciplinary action

Where a member of staff or a volunteer is dismissed from the Nursery because of misconduct relating to a child, we notify the independent The Independent Barring Board administrators so the name may be included on the Protection of Children and Vulnerable Adults Barred list.

Key commitment 3

The nursery is committed to promoting awareness of child abuse issues throughout training and learning programmes for adults. It is also committed to empowering young children, through its early childhood curriculum, promoting their right to be strong, resilient and listened to:

Training

- We seek out training opportunities for all adults involved in the Nursery to ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and so that they are aware of the local authority guidelines for making referrals.
- We ensure that all staff knows the procedures for reporting and recording their concerns in the Nursery.

Planning

- The layout of the room allows for constant supervision. No child is left alone with staff or volunteers in a one to one situation without being visible to others unless the children are all asleep in which case one member of staff supervises the sleeping children.

Curriculum

- We introduce key elements of keeping children safe into our curriculum to promote the personal, social and emotional development of all children, so that they may grow to be strong, resilient and listened to and that they develop understanding of why and how to keep safe.
- We create within the Nursery a culture of value and respect for the individual, having a positive regard for children's heritage arising from their colour, ethnicity, languages spoken at home, cultural and social background.
- We ensure that this is carried out in a way that is appropriate for the ages and stages of our children.

Confidentiality

All suspicions and investigations are kept confidential and shared only with those who need to know. Any information is shared under the guidance of the local Safeguarding Children Board.

Support to families

- We believe in building trusting and supportive relationships with families, staff and volunteers in the Nursery.

- We make clear to parents our role and responsibilities in relations to child protection, such as for the reporting of concerns, providing information, monitoring of the child, and liaising at all times with the local children's social care team.
- We will continue to welcome the child and the family whilst investigations are being made in relations to any alleged abuse.
- We follow the Child Protection Plan as set by the child's social care worker in relation to the Nursery's designated role and tasks in supporting that child and their family, subsequent to any investigation.

Legal Framework

Primary legislation

- Children Act [1989]
- Protection of Children Act [1999]
- Data Protection Act [1998]
- The Children Act [Every child Matters] [2004]
- Safeguarding vulnerable Groups Act [2006].

Secondary Legislation

- Sexual Offences Act [2003]
- Criminal Justices and Court Services Act [2000]
- Human Rights Act [2000]
- Race Relations [Amendment] Act [2000]
- Race Relations [Amendment] Act [1976] Regulations
- Equalities Act [2006]
- Data Protection Act [1998] Non Statutory Guidance

Further Guidance

- Working Together to Safeguard Children [revised HMG 2006]
- What to do if you are Worried a child is Being Abused [HMG 2006]
- Framework for the Assessment of Children in Need and their Families [DoH 2000]
- The Common Assessment Framework [2006]
- Statutory guidance on making arrangements to safeguard and promote the welfare of children under section 11 of the Children Act 2004 [HMG 2007]
- Information Sharing: Practitioners' Guide [HMG 2006]

1.3 Looked after children

Policy statement

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

The definition of 'Looked After Children' [LAC]: Children and young people become 'looked after' if they have been taken into care by the local authority, or have been accommodated by the Local authority, or have been accommodated by the Local authority [a voluntary care arrangement].

We recognise that children who are being looked after have often experienced traumatic situations; physical, emotional or sexual abuse or neglect. However, we also recognise that not all looked after children have experienced abuse and that there a range of reasons for children to be taken into the care of the Local authority. Whatever the reason, a child's separation from their home and family signifies a disruption in their lives that has impact on their emotional well- being.

In Poppies, we emphasise on promoting children's right to be strong, resilient and listened to. Our policy and practice guidelines for looked after children are based on these two important concepts, attachment and resilience. The basis of this is to promote secure attachments in children's lives as the basis in developing positive dispositions for learning. For young children to get the most out of educational opportunities they need to be settled enough with their carer to be able to cope with further separation, a new environment and new expectations made upon them.

Principles

- The term 'looked after child' denotes a child's current legal status; we do not use the term is never used to categorise a child as standing out from others. We do not refer to such a child using acronyms such as LAC.
- We do not offer placements for babies and children under two years who are in care; we offer instead other services to enable a child to play and engage with other children with their carer stays with the child.
- We offer places to two-year old children in exceptional circumstances who are in care. In such cases, the child should have been with the foster carer for at least two months and show sign of having formed a secure attachment to the carer and where the placement in the setting will last a minimum of three months.
- We offer places for funded three year and four year olds who are in care to ensure they receive their entitlement to early education. We expect that a child will have been with a foster carer for a minimum of one month and has formed a secure attachment to the carer. We expect that the placement in the nursery will last a minimum of six weeks.

Procedures

- The designated person for looked after children is the designated child protection co-ordinator.
- Every child is allocated the key person before they start and this is no different for a looked after child. The designated person ensures the key person has the information, support and training necessary to meet the looked after child's needs.
- The designated person and the key person liaise with agencies, professionals and practitioners involved with the child and his and her family and ensure appropriate information is gained and shared.
- Our nursery recognises the role of the local authority social care department as the child's 'corporate parent' and the key agency in determining what takes place with the child. Nothing changes, especially with regard to the birth parent's or foster carer's role in relation to the nursery without prior discussion and agreement with the child's social worker.
- At the start of the placement there is a professionals meeting that will determined the objectives of the placement and draw up a care plan that incorporates this and the child's learning needs. This plan is reviewed after two weeks, six weeks, and three months. Thereafter at three monthly intervals.
- The care plan needs to consider such issues for the child as:
 - the child's emotional needs and how they are to be met;

- how any emotional issues and problems that affect behaviour are to be managed;
 - the child's sense of self, culture, language/s and identity – how this is to be supported;
 - the child's need for sociability and friendship;
 - the child's interests and abilities and possible learning journey pathway; and
 - How many special needs will be supported
- In addition the care plan will also consider:
 - how information will be shared with the foster carer and local authority [as the 'corporate parent'] as well as what information is shared with whom and how it will be recorded and stored;
 - What contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the Nursery, when where and what form the contact will take will be discussed and agreed;
 - what written reporting is required;
 - Wherever possible, and where the plan is for the child return home, the birth parent(s) should be involved in Nursery activities that include parents such as outings, fun-days etc alongside the foster carer.
 - The settling- in period for the child is agreed, it should be the same as for any other child, with the foster parents taking the place of the parent, unless otherwise agreed. It is even more important that the 'proximity' stage is followed until it is visible that the child has formed a relationship with his or her key person sufficient to act as a 'secure base' to allow the gradual separation from the foster carer. This process may take longer in some cases, so time needs to be allowed for it to take place without causing further distress or anxiety to the child.
 - The first two weeks after settling in, the child's well-being is the focus of observation, their sociability and their ability to manage their feelings with or without support.
 - Further observations about communication, interests and abilities will be noted to form a picture of the whole child in relation to the Early Years Foundation stage 6 areas of learning.
 - Concerns about the child will be noted in the child's file and discussed with the child's foster carer.
 - If the concerns are about the foster carer's treatment of the child, or if abuse is suspected, these are recorded file and reported to the child's social care worker according to the Nursery Safeguarding Children procedure.
 - Regular contact should be maintained with the social care worker through planned meetings that will include the foster carer.
 - Transition to school will be handled sensitively and the designated person and or the child's key person will liaise with the school, passing on relevant information and documentation with the agreement of the looked after child's birth parents.

1.4 Confidentiality and client access to records

Policy statement

Definition: 'confidential information is information of some sensitivity, which is not already lawfully in the public domain or readily available from other public source, and which has been shared in a relationship where the person giving the information understood it would not be shared with others. 'Information Sharing: Practitioners' Guide)

In our nursery, staff and managers can be said to have a 'confidential relationship' with families. It is our intention to respect the privacy of children and their parents and carers, while ensuring that they access high quality early years care and education in our nursery. 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. There are record keeping systems in place that meet legal requirements;

means of storing and sharing that information take place within the framework of the Data Protection Act and Humans Rights Act.

Confidentiality Procedures

- We always check whether parents regard the information they share with us to be regarded as confidential or not.
- Some parents sometimes share information about themselves with other parents as well as staff; the nursery can not be held responsible if information is shared beyond those parents whom the person has 'confided in'.
- Information shared between parents in a discussion or a training group is usually bound by a shared agreement that the information is confidential to the group and not discussed outside of it.
- We inform parents when we need to record confidential information beyond the general personal information we keep (see our record keeping procedures) - for example with regard to any injuries, concerns or changes in relation to the child or family, any discussions with parents on sensitive matters, any records we are obliged to keep regarding action taken in regard of child protection and any contact and correspondence with external agencies in relation to their child.
- We keep all records securely (see our record keeping procedures).

Client access to record procedures

- Parents may request access to any confidential records held on their child and family following the procedure below:
- Any request to see a child's personal file by a parent or a person with parental responsibility must be made in writing to the Nursery management.
- The nursery commits to providing access within 14 days, although this may be extended.
- The nursery management prepare the file for viewing.
- All third parties are written to, stating that request for disclosure and has been received and is asking for their permissions to disclose to the person requesting it. Copies of these letters are retained on file.
- Third parties' include all family members who may be referred to in the records.
- It also includes workers from any other agency, including social services, the health authority, etc. It is usual for agencies to refuse consent to disclose, preferring the individual to go straight to them.
- When all the consents/refusals to disclose have been received these are attached to the copy of the request letter.
- A photocopy of the complete file is taken.
- The nursery management go through the file and remove any information which a third party has refused to disclose. This is best done with a thick black marker, to score through every reference to the third party and information they have added to the file.
- What remains is the information recorded by the nursery, detailing the work initiated and followed by them in relation to confidential matters. This is called the 'clean' copy.
- The 'clean copy' is photocopied for the parents who are then invited in to discuss the contents. The file should never be given straight over, but should be gone through by the nursery management so that it can be explained.
- Legal advice may be sought before sharing a file, especially where the parent has possible grounds for litigation against the setting or another (third party) agency.

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- All undertakings above are subject to the paramount commitment of the Nursery, which is to the safety and well being of the child. Please see also our policy on child protection.

Legal Framework

- Data Protection Act 1998
- Human Rights Act 1998

1.5 Information Sharing

'Ensuring that young children are kept safe and receive the best support they need when they need it is vital. Where information is necessary to achieve this objective it is important that the practitioners have a clear understanding of when information can be shared. It is also for them to understand the circumstances of when sharing is inappropriate. The Data Protection act is not a barrier to sharing information but is in place to ensure that personal information is shared appropriately.'

Richard Thomas, Information Commissioner
Introduction to 'Information Sharing: Practitioners Guide' (HMG 2006)

Policy Statement

We recognise that parents have a right to know that information they share will be regarded as confidential as well as be informed about the circumstances, and reasons, when we are obliged to share information.

We are obliged to share confidential information without authorisation about the person who provided it or to whom it relates if it is in the public interest. That is when:

- it is to prevent a crime being committed or intervene where one may have been or to prevent harm to a child or adult; or
- Not sharing it could be worse than the outcome of having shared it.

The decision should never be made as an individual, but with the backup of the management team. The three critical criteria are:

- Where there is evidence that the child is suffering, or is at risk of suffering, significant harm.
- Where there is a reasonable cause to think that the child may be suffering, or at risk of suffering significant harm.
- To prevent significant harm arising to children and young people or serious harm to adults, including the prevention, detection and prosecution of serious crime.

Procedures

Our procedure is based on the 6 points of good practice as set out in *Information Sharing: Practitioners' Guide (HMG 2006)*

1. Explain to families when, how and why information will be shared about them and with whom, that consent is normally obtained, unless it puts the child at risk or undermines a criminal investigation.

- We ensure parents receive information about our information sharing policy when starting their child in the nursery and they sign a form to say that they understand the circumstances when information may be shared without their consent. This will only be when it is a matter of safeguarding a child or vulnerable adult. We ensure parents have information about our safeguarding children and Child Protection Policy.

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- We ensure that parents have the information about the circumstances of when information will be shared with external agencies for example with regard to special needs the child may have or transition to school.
2. Consider the safety and welfare of the child when making a decision about sharing information – if there are concerns regarding 'significant harm' the child's well-being and safety is paramount.
 - We record concerns and discuss these with the nurseries designated person. Record decisions made and the reasons why information will be shared and to whom.
 - We follow the procedures for reporting concerns and record keeping.
 3. Respect the wishes of children not to consent to share confidential information. However, in the interests of the child, we are able to judge when it is reasonable to override their wish.
 - Guidelines for consent are part of this procedure
 - Managers and conversant with this and are able to advise staff accordingly.
 4. Seek advice when there are doubts about possible significant harm to a child or others.
 - Managers contact children's social care for advice where they have doubts or are unsure.
 5. Information shared should be accurate and up - to - date, necessary for the purpose it is being shared for and shared only with those who need to know and shared securely.
 - Our Safeguarding Children and Child Protection procedure and record keeping procedures set out how and where information should be recorded and what information should be shared with another agency when making a referral.
 6. Reasons for decisions to share information, or not, are recorded.
 - Provision for this is set out in our record keeping procedure.

Consent

Parents have a right to be informed that their consent to share information will be sought in most cases. As well as the kinds of circumstances when their consent may not be sought, or their refusal to give consent overridden.

- Our policies and procedures set out our responsibility regarding gaining consent to share information and when it may not be sought or overridden.
- We may cover this verbally when the child starts or include this in our prospectus.
- Parents sign a form at registration to say they understand this.
- Parents are asked to give written consent to share information about any additional needs their child may have, or to pass on child development summaries to the next provider/school.
- We consider the following questions:
 - Is there legitimate purpose to sharing the information?
 - Does the information enable the person to be identified?
 - Is the information confidential?
 - If the information is confidential, do you have consent to share?
 - Is there a statutory duty or court order to share information?
 - If consent is refused, or there are good reasons not to seek consent, is there sufficient public interest to share information?
 - If the decision is to share, are you sharing the information in the right way?
 - Have you properly recorded your decision?

All the undertakings above are subject to the paramount commitment of the setting, which is to the safety and well-being of the child. Please also see our safeguarding children policy.

Legal framework

- Data Protection Act 1998
- Human Rights Act 1998

1.6 Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a Nursery session/day, the nursery 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. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform carers/parents of our procedures, so that if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents of children starting at the Nursery are asked to provide specific information which is recorded on our Registration Form:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from Nursery, for example a childminder or grandparent.
 - Who has parental responsibility for the child?
 - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Collection Book.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.
- 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 Nursery by an authorised adult and the staff can no longer supervise the child in our premises - we apply our child protection procedures as set out in our child protection policy.
- In an emergency a parent/carer may telephone the nursery to arrange collection of their child by another person who has not been entered into the collections book. In this situation the parent/carer will provide said individual with a password to be provided to both the nursery and the person collecting the child. This will only be authorised by a senior member of nursery staff.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The child's file 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.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from Nursery - and whose telephone numbers are recorded on the Signing in Form - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those named on the child's file or in the collections book.
- If no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Child Protection Policy. We contact our local authority social services department in Devizes on 01380 730055 or out of hours 0845 6070888 and inform Ofsted 0845 6014771.
- The child stays at Nursery in the care of two fully-vetted workers until the child is safely collected.
- 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.

1.7 Missing child

Policy Statement

Children's safety is maintained as the highest priority at all times on and off premises. Every attempt is made through carrying out the outings procedure and the exit/entrance procedures to ensure the security of children is maintained at all times. In the unlikely event of a child going missing, our missing child procedure is followed.

Procedures

Child going missing on the premises

- As soon as it is noticed that a child is missing the key person/staff alerts the nursery management or supervisor in charge.
- The management or Room supervisor will carry out a thorough search of the building and garden.
- The register is checked to make sure no other child has gone astray.
- Door and gates are checked to see if there has been a breach of security whereby a child could wander out.
- If the child is not found, the parent is contacted and the missing child is reported to the police.
- The management/Room supervisor talks to the staff to find out when and where the child was last seen and records this.

Lost child on an outing

This describes what to do when staff takes a small group on an outing, leaving the management back in the nursery. If the management is left back at the nursery the procedure is adjusted accordingly.

What to do when a child goes missing from a whole nursery outing may be a little different, as parents usually attend and are responsible for their own child.

- As soon as it is noticed that a child is missing, staff on the outing ask their children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray. One staff member searched the immediate vicinity but does not search beyond that.
- The nursery management is contacted immediately and the incident is reported.
- The Nursery management contacts the police and reports the child missing.
- The nursery management contacts the parent, who makes their way to the nursery or outing venue as agreed with the nursery management. The nursery is advised as the best place, as by the time the parent arrives, the child may have been returned to the nursery.
- Staff take the remaining children back to the nursery.

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- In an indoor venue the staff contact the venues security who will handle the search and contact the police if the child is not found.
- The Nursery management may be advised to stay at the venue until the police arrive.

The investigation

- Staff keep calm and do not let their children become anxious or worried.
- The nursery management speak to the parent(s)
- The nursery management carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The key person writes an incident report detailing:
 - The time and date of the report
 - What staff/children were in the group outing and the name of the designated responsible for the missing child.
 - When the child was last seen in the group outing.
 - What has taken place in the group/outing since the child went missing.
 - The time it is estimated that the child went missing
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all staff cooperate fully. In this case, the police will handle all aspects of investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the reporting of Accidents and Incidents (policy)); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, Ofsted is informed.
- The insurance provider is informed.

Managing People

- Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- The staff will feel worried about the child, especially the key person or the designated carer responsible for the safety of that child for the outing. They may blame themselves and the feelings of anxiety and distress will rise as the length of time the missing child increases.
- Staff may be the understandable target of parent anger and they may be afraid. Managers need to ensure that staff under investigation are not only fairly treated but receive support while feeling vulnerable.
- The parents will feel angry and fraught. They may want to blame staff and may single out one staff member over others; they may direct their anger at the nursery management. When dealing with a distraught parent and angry parent, there should always be two members of staff, one of whom is the nursery management/Room supervisor. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated, and the police should be called.
- The other children are also sensitive to what is going on around them. They too may be worried. The remaining staff caring for them need to be focused on their needs and must not discuss the incident in front of them. They should answer children's questions honestly but also reassure them.
- In accordance with the severity of the final outcome, staff may need counselling and support. If a child is not found, or is injured, or worse, this will be a very difficult time. The manager must use their discretion to decide what action to take.
- Staff must not discuss any missing child incident with the press without taking advice.

1.8 Supervision of children on outings and visits

Policy statement

Children benefit from being taken out of the nursery on visits or trips to the local parks or other suitable venues for activities which enhance their learning experiences. Staff in our nursery ensure that there are procedures in place to keep children safe on outings; all staff and volunteers are aware of and follow the procedures below:

Procedures

- Parents sign a general consent on registration for children to be taken out as part of the daily activities for the nursery.
- This general consent details the venues for the activities.
- There is a risk assessment for each venue carried out, which is reviewed regularly.
- Parents are always asked to sign specific consent forms for major outings.
- All venue risk assessments are available for parents to see.
- Our adult to child ratio is high, normally one adult to three children, depending on their age, sensibility and type of venue as well as how far it is to be reached.
- Named children are assigned to individual staff to ensure that each child is individually supervised, to ensure that no child goes astray, and there is no unauthorised access to children.
- Outings are recorded in an outings book kept in the nursery:
 - The date and time of the outing
 - The venue and the mode of transport
 - Names of staff to children
 - Time of return
- Staff take a mobile phone on outings, supplies of tissues, wipes, pants etc as well as a mini first aid kit, snacks and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for.
- Staff take a list of children with them with contact numbers of parents/carers.
- Records are kept of the vehicles used to transport the children, with named drivers and appropriate insurance cover.
- A minimum of two staff should accompany children on outings and minimum of two should remain two would remain behind with the rest of the children.

1.9 Maintaining children's safety and security on premises

Policy statement

We maintain the highest possible security of our premises to ensure that each child is safely cared for during their time with us.

Procedures

Children's personal safety

- We ensure that all employed staff have been checked for criminal records by an enhanced disclosure from the Criminal Records Bureau.
- Adults do not normally supervise children on their own.
- All children are supervised by adults at all times.
- When ever children are on the premises at least two adults are present.

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- We carry out risk assessments to ensure children are not made vulnerable within any part of our premises, nor by any activity.

Security

- Systems are in place for the safe arrival and departure of children.
- The times of the children's arrival and departures are recorded.
- The arrival and departure times of adults – staff, 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 sessions.

1.10 Making a complaint

Policy statement

Our nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting. 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about any aspect about the nursery provision talks over, first of all, his/her concerns with the Nursery Management.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parents move to this stage of the procedure by putting the concerns or complaint in writing to the Nursery Manager.
- The nursery stores written complaints from parents in the complaints folder stored in the Nursery managers office.
- When the investigation into the complaint is completed, the nursery management meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the complaints summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery management. The parent should have a friend or partner present if required and the manager should have support of the Deputy or Room supervisor.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

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- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaints summary Record.

Stage 4

- If at the stage 3 meeting the parents and the nursery can not reach an agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediators keep all discussions confidential. S/he can hold separate meetings with the nursery management 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

- When the mediator has conducted his/her investigations, a final meeting between the parent the nursery is held. The purpose of this meeting is to reach a 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 a procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (OfSTED) and the local Safeguarding Children Board.

- Parents may approach OfSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the nursery registration requirements, it is essential to involve OfSTED at the registering and inspection body with duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to.
- The number to call with regard to a complaint is printed on the OfSTED certificate on the parent's notice board in the nursery entrance.
- If a child appears to be at risk, our nursery follows the procedure of the local Safeguarding Children Board in our local authority.
- In these cases both the parent and nursery are informed and the nursery manager works with OfSTED or the local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our nursery or the children or the adults working in our nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and OfSTED inspectors on request.

1.11 Social networking, e safety and mobile phone Policy

Policy Statement

This policy applies to all members of staff, students & volunteers at Poppies Daycare Nursery Ltd, and it sets out guidelines that should be followed for all online communications. Reference has been made to the "Guidance for Safer Working Practice for Adults who work with Children and Young People Booklet" (2007). This policy underlines our commitment to safeguarding the children in our care.

Social Networking

This policy is particularly important because social networking sites are more informal than traditional forms of communication, and communications on social media websites have an audience which is potentially far wider than the person who is posting intended. It is also to protect staff members from any online activities being misconstrued as grooming.

Whilst Social media, professional networking sites and personal web sites are all useful technologies, every employee needs to use their professional integrity and recognise appropriate boundaries.

This policy includes (but is not limited to) the following specific technologies

- Personal blogs
- Twitter
- Facebook
- MySpace
- LinkedIn

Staff, students and volunteers using social media networking sites must:

- Refrain from divulging any information about children and parents within the setting on their online profiles.
- Refrain from making comments that may be seen as detrimental to the reputation of the nursery; or write indirect suggestive comments about the nursery such as "I've had a bad day at work".
- Maintain professionalism by not accepting parents/carers of children who are still attending the setting as "friends" on social networking sites.
- Ensure that photographs or materials published on social networking sites do not identify the nursery, its staff or children and their families.
- Refrain from writing anything about other staff members which may be misconstrued or misinterpreted.

Any staff member, student or volunteer found to be posting remarks, comments or photographs that breach confidentiality and/or are deemed to be of a detrimental nature to Poppies Daycare Nursery Ltd. may face disciplinary action that may result in dismissal. Students and volunteers will be asked to leave immediately.

E-safety

Staff using the organisations ICT equipment should:

- Ensure that computers and related resources are only used for professional purposes. This includes any e mail work address, work mobile phone or photography equipment.
- Ensure that all electronic communication with parents, carers, and other professionals is compatible with your professional role.
- Images of children whose parents have given consent must only be taken for professional purposes on nursery photographic equipment. These images may only be used within the setting unless prior consent from the parent has been obtained via management. All staff must ensure that all images are represented in a positive context.

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- Staff MUST NOT browse, download, upload or distribute any material that could be considered offensive, illegal or discriminatory.
- Ensure that your online activity both in work and outside will not bring the nursery or your professional role into disrepute.

Mobile Phone

Staff and volunteers must adhere to the following when bringing mobile phones into the nursery setting. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety of the children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery or when collecting and dropping off their children at nursery.

- Mobile phones will be stored in lockers at all times.
- Phones may be used on a designated break, and this must be away from the children.
- During outings staff will use mobile phones belonging to the nursery whenever possible. Photographs must not be taken of the children on any phones, either nursery owned or personal.

*Staff are also asked to make reference to pages 23, 24 25, 26 and 27 in the employee handbook.

If any member of staff becomes aware of any activity that breaches this policy or identifies Poppies Daycare Nursery in a detrimental way should notify the Management immediately. We are committed to safeguarding the children in our care, and this is our priority. Any staff, student or volunteer found to be in breach of this may face disciplinary action that may result in dismissal. Students, volunteers and parents will be asked to leave the building immediately.