



little tug boat nursery

KEY POLICIES 2019



Policy Index

Privacy policy

Complaints policy

Parent Partnership policy

Health and Safety Policy

Information, Records and General Data Protection Policy

Medication Policy

Accident and Incident Policy and Recording Procedure

Child Protection Policy

Child Collection Policy

Missing Child Policy

ICT and Internet Policy

British Values and Prevent Duty

Whistleblowing Policy

Behaviour Management Policy

Equal Opportunities Policy

Outings and Off-site Visits Policy

Emergency and Fire Evacuation Plan



Privacy Notice: How we use children's information

At the Little Tug Boat, we take our privacy responsibilities seriously and as such we will only use your personal information to manage our responsibilities towards your child.

The categories of children's information that we collect, hold and share include:

- Personal information (such as name, address, date of birth, gender, parent and emergency contact details)
- Characteristics (such as ethnicity, language, nationality, country of birth and funded hours eligibility)
- Sensitive information (such as assessment information, relevant medical information, special educational needs information, accident and incident records and special dietary and other requirement records)
- Attendance information (such as sessions attended, number of absences and reasons for absence)

Why we collect and use this information

We use the children's data:

- to support children's learning
- to monitor and report on children's progress
- to provide appropriate pastoral care
- to assess the quality of our services
- to comply with the law regarding data sharing

Collecting children's information

Whilst the majority of children's information you provide to us is mandatory, some of it is provided to us on a voluntary basis. In order to comply with the General Data Protection Regulation, we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this.

The lawful basis on which we use this information

The lawful basis we have for collecting and using children's information for general purposes, based on Article 6 from the GPRD May 2018, is legal obligation, consent and legitimate interest. Where data processed is special category data, the lawful basis for processing, based on Article 9 from the GPDR May 2018, is "necessary to protect the vital interests of the data subject or of another natural person where the data person is physically or legally incapable of giving consent.

Storing children's data

Records of key personal information (name, date of birth, home address & parent contact details), attendance records, accident and incident records and complaints made to Ofsted will be kept securely for seven years. Records of serious accidents and incidents will be maintained for 21 years.

Children's developmental records will be passed to parents/carers on leaving Tug Boat.

Any information which is not required once a child has left Tug Boat will be removed, for example by shredding or deleting. This could include forms regarding medication requirements, special diets and outings permissions.

The Little Tug Boat uses CCTV for the safeguarding of our children and staff. CCTV footage is kept securely on site for 8 weeks and then automatically deleted.

Who we share children's information with

- other settings a child may attend
- schools that the child attends after leaving us
- our local authority – the London Borough of Hammersmith and Fulham

- the Department for Education (DfE)
- the child's health visitor as part of the 2 year old integrated check
- external agencies in the case of referrals, such as speech & language, occupational therapist

Why we share children's information

We do not share information about our pupils with anyone without consent unless the law and our policies allow us to do so.

We share pupils' data with the Department for Education (DfE) and Ofsted on a statutory basis.

The National Pupil Database (NPD)

The NPD is owned and managed by the Department for Education and contains information about pupils in schools in England. It provides invaluable evidence on educational performance to inform independent research, as well as studies commissioned by the Department. It is held in electronic format for statistical purposes. This information is securely collected from a range of sources including schools, local authorities and awarding bodies.

We are required by law, to provide information about our pupils to the DfE as part of statutory data collections such as the early years' census. Some of this information is then stored in the NPD. The law that allows this is the Education (Information about Individual Pupils) (England) Regulations 2013.

To find out more about the NPD, go to <https://www.gov.uk/government/publications/national-pupil-database-user-guide-and-supporting-information>.

The Department may share information about our children from the NPD with third parties who promote the education or well-being of children in England by:

- conducting research or analysis
- producing statistics
- providing information, advice or guidance

The Department has robust processes in place to ensure the confidentiality of our data is maintained and there are stringent controls in place regarding access and use of the data. Decisions on whether DfE releases data to third parties are subject to a strict approval process and based on a detailed assessment of:

- who is requesting the data
- the purpose for which it is required
- the level and sensitivity of data requested: and
- the arrangements in place to store and handle the data

To be granted access to pupil information, organisations must comply with strict terms and conditions covering the confidentiality and handling of the data, security arrangements and retention and use of the data.

For more information about the department's data sharing process, please visit:

<https://www.gov.uk/data-protection-how-we-collect-and-share-research-data>

For information about which organisations the Department has provided pupil information, (and for which project), please visit the following website:

<https://www.gov.uk/government/publications/national-pupil-database-requests-received>

To contact DfE: <https://www.gov.uk/contact-dfe>

Data collection requirements:

To find out more about the data collection requirements placed on us by the Department for Education (for example: via the school census) go to <https://www.gov.uk/education/data-collection-and-censuses-for-schools>.

Requesting access to your personal data

Under data protection legislation, parents have the right to request access to information about them that we hold. To make a request for your personal information, or be given access to your child's educational record, please provide a written request to the Nursery Manager, who is also our Data Protection Officer. The Manager will arrange a meeting within 10 working days of receiving the request.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

Contact

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance.

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

If you would like to discuss anything in this privacy notice, please contact:

Cindy Knight - Nursery Manager and Data Protection Officer

The Little Tug Boat Day Nursery

manager@littletugboatnursery.co.uk

0207 731 6648



Complaints Procedure

EYFS (2017) – 3.74-3.75: Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request. Providers must make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted they must notify parents and/or carers. After an inspection by Ofsted, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

If any parent/ carer/ member of staff should have any cause for complaint, including any complaint relating to the fulfilment of the Early Years Foundation Stage (EYFS) requirements, they should, in the first instance notify the Nursery Manager, **Cindy Knight**.

If any parent/ carer/ member of staff should have a cause for complaint that they wish to escalate, they should also notify the Owner of Nursery, **Amy Shah**.

The matter will be fully investigated and details of the investigation, any action taken as a result of that investigation and whether the complainant was satisfied with the outcome will be fully recorded in a written record. A copy of this record will be provided to the complainant within 28 days of receiving the complaint.

Should a matter not be resolved to the satisfaction of the complainant then the complainant has the right to raise the matter with Ofsted who can be contacted in the following ways:

Mail: **Ofsted, Piccadilly Gate, Store St, Manchester, M1 2WD**

Helpline: **0300 123 1231**

Website: www.ofsted.gov.uk

Email: enquiries@ofsted.gov.uk

The Little Tug Boat Day Nursery is registered on the Early Years Register –
EY489210



Parent Partnership Policy

EYFS (2017) – 3.68 – 3.73: Providers must maintain records and obtain and share information with parents and carers, other professionals working with the child, the police, social services and Ofsted or the childminder agency with which they are registered, as appropriate to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must enable a regular two-way flow of information with parents and/or carers, and between providers, if a child is attending more than one setting. If requested, providers should incorporate parents' and/or carers' comments into children's records. Providers must make the following information available to parents and/or carers: how the EYFS is being delivered in the setting, and how parents and/or carers can access more information; the range and type of activities and experiences provided for children, the daily routines of the setting, and how parents and carers can share learning at home; how the setting supports children with special educational needs and disabilities; food and drinks provided for children; details of the provider's policies and procedures including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time, or in the event of a child going missing at, or away from, the setting; staffing in the setting; the name of their child's key person and their role; and a telephone number for parents and/or carers to contact in an emergency

We believe at The Little Tug Boat Day Nursery that an open access policy is the best way of encouraging participation from parents/carers. We believe it is in the best interests of the child to share information about the child's care and development and the fun that they have each day at Nursery. We agree with the view that parents are children's first and most important educators who hold a wealth of knowledge about their child's individual learning needs. In order to support children's development we strive to work in partnership with parents to share our joint knowledge and expertise.

Our aims are to ensure that parents:

- are actively involved in their children's learning and development at nursery
- are supported in continuing their children's development at home
- have the opportunity to attend parents meetings where information on the nursery and curriculum are shared
- all feel welcomed, respected and valued
- are aware of the nursery's policies and procedures, including their rights to access information

Regular, frequent communication is a cornerstone of the way in which we run the Nursery and time is set aside for parents/carers to speak to staff. It is our policy to provide a regular feedback to the parent/carer on the progress of each child through regular verbal reports from the staff who are actually caring for the child on a daily basis, as well as more formal reports from the key workers. We have two daily allocated 30 minute meeting slots available for parents meetings and also have a telephone line available for parents to contact their children's practitioners directly.

From when the children start at the nursery, we endeavour to establish a strong relationship with the parents. During the child's settling in period, we offer settling in sessions in the rooms and have meetings with the parents to gain insight into their child's character and needs. We offer information on the way the EYFS is being delivered, what activities we set out and how each child's needs are accommodated. We gain information of the child, their family, their development and their needs.

Parents are kept informed of the planned learning intentions through verbal feedback and are encouraged to become involved in their children's learning experiences. An email is sent out weekly to inform parents of what the rooms have been doing throughout the week as well as the rooms planning for the week ahead along with our weekly menu. We believe that parents hold a wealth of knowledge about their child and therefore encourage parents to collaborate in their child's development through regular feedback and review meetings where information and knowledge is shared.

Developmental Records

In accordance with the EYFS, developmental records are kept on each child on our online system, Tapestry. Parents/carers can view the observations and are encouraged to add to them. Each child

has developmental "Next Steps" set out and this is shared with the parents in developmental meetings to enable them to contribute to their child's learning journey and extend this at home.

Personal Records

Confidential files on each child are kept in the Nursery office. These include details of the child's home address, contact numbers etc. and forms regarding medication, accidents, special diets etc. These files also contain any information regarding any complaints made, incidents recorded etc. Parents/carers must make a written request to view personal files on their child. At all times, the Nursery will take into account data protection legislation.

Policies and Procedures

Parents/carers are welcome to view the Nursery's policies and procedures at any time. These are in compliance with the EYFS, which governs the way in which we work. These documents are available in hard copy. Copies of any policies and procedures can be made for parents on request. Our compliance manuals are kept in the office and parents are invited to ask a member of management for access.



Health and Safety

In compliance with the Health and Safety at Work Act 1974

EYFS (2017) - 3.54: Providers must ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises. Providers must comply with requirements of health and safety legislation.

The Health and Safety at Work Act 1974 imposes certain obligations on an employer not only to take all such actions as are reasonable to safeguard the health and safety of their employees and people using the premises but also to show they are doing so, by producing adequate written policies and procedures. We have set these out in The Little Tug Boat Compliance Manual and regularly refer to the Health and Safety executive (HSE) website for further information and developments. We fully accept our responsibilities under the Act which requires us to ensure that the health, safety and welfare of all employees is upheld 'as far as is reasonably practicable'.

We believe the risks in our childcare environment are low but to maintain the maximum protection for staff we consider it necessary to:

- Ensure that the premises is fit for purpose and is secure
- Ensure the highest standards of cleanliness are maintained.
- Ensure safe and clear accesses and egresses from the building, including fire exits.
- Regularly carry out risk assessments on all aspects of health and safety and all areas of the Nursery environment including equipment and outside areas.
- Ensure that all staff members are aware of the fire procedures and regular fire drills are carried out.
- Ensure that all members of staff are aware of how to identify, report and deal with accidents, hazards and faulty equipment and that they must immediately report all accidents and make sure an appropriate entry is made in the accident register (every accident will be investigated to ascertain whether any action needs to be taken to reduce the risk of similar accidents in the future).
- Ensure that all members of staff are trained in, aware of and carry out their Health and Safety responsibilities as set out in their job descriptions.
- Ensure that all members of staff take all reasonable action to control the spread of infectious diseases and that they wear protective gloves and clothes where appropriate.
- Encourage staff members and children to uphold a health and safety culture
- Consult with all employees
- Prohibit smoking on the premises.
- Prohibit any contractor working on the premises without prior discussion with the officer in charge to negate any risks to the staff or children
- Ensure safe handling and use of substances.
- Ensure all employees are competent to do their jobs and to give them adequate training.
- Maintain safe and healthy working conditions
- Review and revise this policy and the procedures as necessary at regular intervals.
- Ensure that the Public Liability Insurance is valid.

The management consider this matter of such importance that breach of health and safety procedures by staff constitutes misconduct and will be dealt with as a disciplinary matter. It is not possible to detail here all the health and safety matters that come up on a day to day basis so staff and management must constantly be mindful of their responsibilities individually and collectively for the safety of themselves, their colleagues the children and others entering the Nursery environment.

Responsibilities

[Amy Shah](#) has the overall responsibility for all health and safety issues. Responsibilities can be delegated for day to day tasks but at all times management needs to be kept informed of any health and safety matters that arise and these issues will still be their responsibility.

- Health and Safety Officer: [Cindy Knight](#)
- Specific areas:
 - Gas & Electricity: Cindy Knight
 - Fire: Rachel Hammond
 - Maintenance: Cindy Knight
 - Garden: Captains staff
 - Outings: Rachel Hammond
 - First Aid: Rachel Hammond
 - COSHH: Cindy Knight
 - Activities: Head of Room
 - Daily room checks: Head of Room
 - Daily premises check: Rachel Hammond

Arrangements:

The Health and Safety at Work poster is displayed on the wall outside the kitchen. All staff are made aware of this during their induction and are allocated time to read this policy. Staff are trained and tested on 'Health and Safety' and 'Moving and Handling' by using BVS training DVD's and question papers. On completion of the training the manager will record their achievement and issue a certificate that will be kept in the staffs file. All staff will be consulted and kept up to date with any health and safety issues that arise either through staff meetings, direct discussion or signed memos.

All employees have to:

- co-operate with supervisors and managers on health and safety matters:
- not interfere with anything provided to safeguard their (or visitors to The Little Tug Boat Day Nursery) health and safety:
- take reasonable care of their own health and safety and that of their colleagues, children in their care and any visitors to The Nursery; and
- report all health and safety concerns to an appropriate person (as detailed in this policy statement)

Parents are provided with a copy of this policy in their welcome pack and are directed to our website which contains a copy of numerous policies. Health and safety advice is available from the manager.

Students are always supervised but still receive guidance and training in matters relating to health and safety. Staff are aware of the vulnerability of students and need to inform them of any issues that they feel are not being adhered to by the students.

Health and Safety issues are addressed in our daily routines and in the topics discussed with the children. They are encouraged to learn about keeping safe and healthy and we help them to identify risks and good practice.

Premises

We ensure that the premises are suitable to meet the needs of the children and the adults using it. We meet the requirements set out in regards to indoor space and the children have access to outdoor play areas, quiet areas and appropriate toilet facilities. There is a private area available for staff and parents. We ensure that the nursery has adequate ventilation, lighting and welfare facilities and that a comfortable temperature is maintained. The floors, doors and windows are kept in good condition as is the storage facilities. Appropriate safety signs are displayed and staff are aware of safety procedures such as cleaning up spillages.

We have a camera system installed to avoid any unauthorised people from entering the premises. Any pre-planned visits are noted in the diary and staff are informed via the Events of the Day note. When a visitor arrives their identity will be checked, their details are recorded in the visitor's book, their visit is supervised and they are signed out when they leave.

If the visitor is unexpected then they will be asked to wait outside the front door for a manager's authorisation.

We have a number of other policies and procedures in relation to security, such the child collection policy, the emergency and fire procedure, the outings policy.

Risk Assessments

As required by The Management of Health and Safety at Work Act 1999, the Manager and Head of Rooms undertake written risk assessments as relevant. Risk assessments are an on-going procedure and constantly under review. General risk assessments of each room take place on a daily basis with more specific risk assessments being undertaken as and when the managers feel necessary.

Any findings from Risk assessments are reported to the Manager who will take on the responsibility in seeing that action is implemented to remove, control or reduce the risks reported.

The Disability Discrimination Act 2005 requires by law that health and safety risk assessments are carried out when making arrangements for disabled children, staff or visitors. This will be the responsibility of the manager.

An annual premises risk assessment is conducted by an external competent and qualified person, with the follow up actioned by the Nursery Manager.

Equipment/ Resources

All staff are provided with regular training on manual handling. They are aware of how to use resources appropriately and ask for assistance when required, such as when large or heavy items are delivered. Correct handling and use of equipment and resources is shared with the children who are encouraged to implement the same caution. A folder is kept in the filing cabinet which contains instruction manuals for equipment.

All equipment that is on the premises will be subject to thorough inspection for any defects through our risk assessment procedures. Maintenance will be undertaken on a regular basis and any equipment deemed dangerous will be removed until repaired or discarded. All new and second hand equipment will meet health and safety standards.

Risks from all substances hazardous to health will be assessed and recorded and minimized on a regular basis under the Control of Substances Hazardous to Health regulations 2002 (COSHH). All employees are notified of the COSHH assessment and are provided with training on using the products or supplied with appropriate Personal Protective Equipment (PPE). If PPE is supplied, the member of staff has the responsibility to use it and maintain it in good condition. The general guidance on using chemicals is to only use it if you have been trained in using it, understand how to use it safely, follow manufacturer's instructions and to use PPE. It is important to ensure the chemicals are stored safely in suitable, labelled containers away from any heat source and are not mixed together.

Nappies and other offensive waste is disposed of in yellow tiger stripe bags and placed in a locked container on the front porch at the end of each working day. This container is collected by a specialised company who deals with offensive waste. The company we use is called Cheaper Waste

Accidents, First Aid and Ill Health

As described in our Accident policy (see the Health file), all accidents or near misses that happen during nursery hours and affect staff, children or visitors to the nursery must be recorded on an accident form – copies of which are kept in each room. At staff's professional discretion, accidents which occur outside of nursery which seem noteworthy will be documented on our 'Out of Nursery accident' form. This complies with safeguarding good practice. Designated staff are first aid trained and the Appointed First Aider is Rachel Hammond. A First Aid risk assessment, as suggested by the HSE, is completed and regularly reviewed. There are first aid boxes in each room with the children, in the going out bags and also in the kitchen. The appointed First Aider is responsible for making sure that these are fully stocked at all times and staff are obliged to inform her if they use any item from the boxes.

In the event of a serious incident, the manager will record and report the accidents, diseases or dangerous occurrences to the enforcing authority. The forms for this are located in the Safety and Suitability folder. The Reporting of Injuries, Diseases & Dangerous Occurrences regulations 1995 (RIDDOR) place legal duty on employers and people in control of work premises to report work related deaths, major injuries or over 7 day injuries, work related diseases and near miss accidents to the Incident Centre at the HSE. A full list of what should be reported is on the HSE website under 'what should I report'.

The nursery has a fully reviewed Medication policy and this makes clear the procedures for storing medication and how we deal with children who are unwell. The Tug Boat Handbook explains the procedures for staff members who fall ill. If a child begins with the nursery who has complex health needs, medical advice will be sought as well as making a health care plan for the child in coordination with the parents.

Emergency Procedures- Fire and Evacuation

We have a Fire and Emergency policy and procedure and risk assessment in place. Rachel Hammond is responsible for ensuring the fire risk assessment is undertaken and implemented, that the escape routes are checked and kept free and that the fire extinguishers are checked and serviced on a regular basis. Rachel Hammond will test the fire alarm and emergency lighting system weekly and keep a full and up to date record of every check. She will also conduct an emergency evacuation every 3 months and a report will be written on each evacuation.

Important Contacts:

Health and Safety Executive (HSE)

0845 345 0055

www.hse.gov.uk



Information, Records and General Data Protection Regulation/ Confidentiality Policy

EYFS (2017) - 3.68-3.70: Providers must maintain records and obtain and share information (with parents and carers, other professionals working with the child, and the police, social services and Ofsted as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. Providers must enable a regular two-way flow of information with parents and/or carers, and between providers, if a child is attending more than one setting. If requested, providers should incorporate parents' and/or carers comments into children's records. Records must be easily accessible and available. Confidential information and records about staff and children must be held securely and only accessible and available to those who have a right or professional need to see them. Providers must be aware of their responsibilities under the Data Protection Act (DPA) 1998 and where relevant the Freedom of Information Act 2000. Providers must ensure that all staff understand the need to protect the privacy of the children in their care as well the legal requirements that exist to ensure that information relating to the child is handled in a way that ensures confidentiality. Parents and/or carers must be given access to all records about their child, provided that no relevant exemptions apply to their disclosure under the DPA.*

***Superseded by the General Data Protection Regulation, which comes in to force on 25 May 2018**

Information and Record Keeping

The EYFS sets out requirements in respect to record keeping and staffing. Parents, children and staff have a right to expect that The Little Tug Boat Day Nursery will hold information about them in confidence. Confidentiality is central to trust between parents and nursery staff. Handling of confidential personal information must:

- Comply with all the requirements of the **new data protection law, the General Data Protection Regulation (GDPR)** which comes into force on 25 May 2018
- Promote, support and protect the privacy, dignity and rights of nursery service-users
- Command the support of service-users, the public, staff, students, volunteers and partner services
- Promote the care and the welfare of children and families and the effective operation of the nursery

The Little Tug Boat Day Nursery Ltd is registered with the Information Commissioner's Office (ICO)

The Nursery's Data Protection Office is Cindy Knight.

General principles of the GDPR

1. Fair and Lawful
2. Purposes
3. Adequacy
4. Accuracy
5. Retention
6. Rights

At the Little Tug Boat, we will only ask you for personal data that we have a lawful basis for holding, and this is recorded in our Information Asset Register. In all cases, Management and staff must restrict the amount and type of information requested to what is necessary in the particular circumstances.

The GDPR provides the following rights for all individuals. Please make a written request to the Nursery Manager (who is also our designated Data Protection Officer) should you wish to exercise any of these rights at any time.

- The right to be informed
- The right of access
- The right to rectification
- The right to erase

- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision-making and profiling

Children's Information and Records

Tug Boat records information about children in order to fulfil our legal obligations and keep children safe whilst in our care. Records of key personal information (name, date of birth, home address & parent contact details), attendance and accident, incident, medication records and complaints will be kept securely for seven years. Records of serious incidents will be maintained for 21 years.

Children's developmental records are maintained by their allocated Key Person. Their responsibility includes meeting the children's individual needs, supporting their sense of belonging to the setting and maintaining a close relationship with the parents. These records will be passed to parents/carers on leaving Tug Boat.

Any information which is not required once a child has left Tug Boat will be removed, for example by shredding or deleting. This could include forms regarding medication, special diets and outings permissions.

All personal records are held securely on the Nursery premises and are available and accessible to those who have the right or professional need to see them (in compliance with the GDPR 2018). The Nursery will seek parental consent to share records and information with third parties, if this is deemed in the best interest of the child.

The Little Tug Boat uses CCTV for the safeguarding of our children and staff. CCTV footage is kept securely on site for 8 weeks and then automatically deleted.

A full database of the information held by the Nursery is recorded in our setting's **Information Asset Register**.

Policies and Procedures

Parents/Carers are welcome to view the Nursery's policies and procedures at any time. These are in compliance with the EYFS, which governs the way in which we work. Copies of our policies and procedures can be made available for parents on written request to the Nursery Manager. Where possible, policies will be translated to accommodate individual needs.

Confidentiality at The Little Tug Boat

At the Little Tug Boat, we keep data and information secure in the following ways:

- Personal, Sensitive and other Confidential records are kept in a locked filing cabinet in the Manager's office
- Parents have access to files and records of their own children, but not to those of any other child, and also have rights as defined by the GDPR
- We will not hold personal or sensitive information for any longer than is required, and have secure methods of disposal. Our retention schedule and disposal methods are recorded in our Information Asset register, which is reviewed regularly by Nursery Management
- All staff, students and volunteers have been made aware of GDPR and the Nursery's Confidentiality Policy as part of their Induction. This is refreshed at least every 2 years, to ensure everyone is clear on their obligations to maintain privacy and confidentiality
- Management and staff must control access to personal information on a strict need-to-know basis when sharing information with other staff and external other agencies. This extends also to issues regarding employment, whether that is paid or unpaid.
- Staff do not discuss personal information given by parents/ carers with other members of staff, except where it affects planning for the child's needs
- Staff must always be able to justify decisions about information sharing or disclosure in accordance with this policy.
- Any anxieties/ evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the group except with the child's key person or Nursery Management
- We respect the right for personal information not to be shared, unless in exceptional circumstances (as defined below)
- Information supplied for one purpose shall not be used for any other

- Management and staff must always consider whether information can be shared in anonymised form
- Under no circumstances are staff allowed to take children, parents and personal staff data away from the nursery, or access it for personal use.
- Our data processors have demonstrated their compliance of GDPR

Exceptional circumstances in which information may be disclosed without consent

Disclosure of personal information without consent may be justified where failure to do so may expose a child or others to risk of serious harm. Staff should always make every effort to gain consent but the health and the safety of the individual has priority over the right to confidentiality. Exceptional circumstances include:

- Safeguarding children concerns
- The prevention, detection or prosecution of crime

Keeping information safe

- Staff must make sure that they protect personal information about children, parents and staff against improper use at all times
- Inappropriate use of personal information is often unintentional. Staff must not discuss identifiable children, families or other staff in circumstances that do not come within the normal limits or exceptional circumstances described earlier.
- Staff must not leave material containing personal data, either on paper or computer screen where it can be seen by unauthorised staff or other visitors to the office or nursery.
- Staff must keep all portable records containing personal data in recognised filing and storage places. This storage should be locked at times when access is not directly controlled or supervised
- Staff should switch off computers with access to personal information, or put them into a password-protected mode, when not working on them
- From time to time, staff may need to keep personal identifiable data in places other than the recognised filing and storage places. Staff must keep all such material under the same secure conditions as other personal information.
- When records containing personal information are no longer needed, any paper copies must be confidentially disposed of, for example by shredding, to maintain the confidentiality of the information they contain
- All computers, laptops and the Manager's mobile phone are password protected
- The Data Protection Officer is responsible for managing and resolve any personal data breaches

Breach of Personal Data

A personal data breach means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data. This includes breaches that are the result of both accidental and deliberate causes. It also means that a breach is more than just about losing personal data

In the event of a suspected breach of personal data, the Data Protection Officer, Cindy Knight, must be notified immediately. She will document the breach, identify the likely impact, determine measures which need to be taken and notify relevant parties. If necessary, she will notify the ICO, no later than 72 hours after becoming aware of the breach.

If staff breach any confidentiality provisions, this may result in disciplinary action, and in serious cases, dismissal.



Medication Policy

EYFS 2017 - 3.42-3.44: The provider must promote the good health of children attending the setting. They must have a procedure, discussed with parents and/or carers, for responding to children who are ill or infectious, take necessary steps to prevent the spread of infection, and take appropriate action if children are ill. Providers must have and implement a policy, and procedures, for administering medicines. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up-to-date. Training must be provided for staff where the administration of medicine requires medical or technical knowledge. Medicines must not usually be administered unless they have been prescribed for a child by a doctor, dentist, nurse or pharmacist (medicines containing aspirin should only be given if prescribed by a doctor). Medicine (both prescription and non-prescription) must only be administered to a child where written permission for that particular medicine has been obtained from the child's parent and/or carer. Providers must keep a written record each time a medicine is administered to a child, and inform the child's parents and/or carers on the same day, or as soon as reasonably practicable.

PARENTAL RESPONSIBILITY

We endeavour to promote the good health of the children attending Tug Boat. However, when a child in our care becomes unwell it is our policy to contact the parent/carer and discuss the situation. For this reason a minimum of two emergency contact numbers must be provided. Please note the statement in the Terms and Conditions referring to children being sent home.

There is a responsibility on the part of the parent to make sure that all relevant information regarding their child's medical needs is passed on to staff at The Little Tug Boat Day Nursery. Medicines should only be brought in when prescribed and essential; that is, where it would be detrimental to a child's health if the medicine were not administered during the setting 'day'. Where clinically appropriate, if medicines are prescribed in dose frequencies such as twice a day, you should give this medicine outside of nursery hours. Parents are encouraged to ask the prescriber about this. Medicines containing aspirin can only be given if prescribed by a doctor.

SICKNESS AND DIARRHOEA

Children that have vomited on one occasion or had diarrhoea on three occasions in a row must stay away from the nursery until they are able to hold down food normally and have had a normal stool; this must be at least **24 hours from the last bout**. We ask for parent co-operation and honesty about whether their child has had sickness or diarrhoea through the previous day or night.

LONG TERM/ ONGOING MEDICAL NEEDS

If a child has long term or on-going medical needs, a meeting will be arranged with the parents/carers to discuss the needs of this child prior to them starting at Tug Boat. All staff will be informed of any special action that may need to be taken. In the case of medication that needs to be administered on an ongoing basis, a letter from the child's doctor will be kept on file. Medication will be kept in the cabinet in the office and regular discussions will be held with the parents to make sure all information we hold is up to date. Long term conditions requiring special care will be dealt with on an individual basis but following the listed guidelines and procedures as closely as possible.

If a child requires an epi-pen, we require 2 epi-pens to be provided to Nursery. This will again be discussed with parents on a child starting at Nursery.

COMMUNICABLE DISEASES

We follow the guidance set out by the Public Health Agency in regards to infection control in childcare settings. In most cases, children would be allowed to attend nursery with common infections such as conjunctivitis or Hand, foot and mouth. We may however apply exclusions if management feel that the illness poses a high risk of spreading infection and will then ask parents to keep their child at home until they are recovered.

ON RECEIPT OF MEDICATION

On receipt of any medication to be administered to a child, a **Medication Record** must be filled out in full and signed by a parent or guardian on the morning of the day the medicine needs to be administered. This form must be handed to the appropriate member of staff who will make sure all of the information obtained is correct. The Manager, or in their absence the Deputy Manager, must be informed that there is a child who

needs to be given medication on that day. Medication must only be administered by the Manager or Deputy Manager/Head of Room in their absence, and **MUST** always be witnessed by another member of staff.

PRESCRIBED MEDICATION

The Nursery will only accept medicines that have been prescribed by a doctor, dentist, nurse prescriber or pharmacist prescriber.

All medication (including eye drops and medicated skin lotions) to be administered to a child that has been prescribed must have the following information on it:

The child's correct name	The date
The name of the medication	The dosage/ frequency of medication
The method of administration	The strength (if applicable)
The expiry date (if applicable)	

The medication must be in the original packaging or bottle with the original pharmacy label on it. If we do not have all of the relevant information, the medication will not be administered. We cannot make changes to dosages on parental instructions.

Under no circumstances will a child be given medicine that has been prescribed for someone else.

Parents will be asked by the child's key person the last time at which medication was administered. This will be recorded on the child's medication record and a parent signature will be required before they leave Nursery.

Medication will only be administered once the appropriate amount of time has lapsed between the last dosage given. Once medication has been administered by the Manager, the information must be added to the child's Medication Record. This will be kept with the child's records for a recommended period of time after the child has left the Nursery.

When the parent or guardian collects the child at the end of the day, they must counter sign the Medication Record alongside the member of staff's signature when receiving the medication back. If a parent signature is not obtained at the end of the day, the Manager will email the parent and a signature must be obtained the next time the child is brought to Nursery.

If a child has refused medicine, this will be noted on the Medication Record and the parent informed on the same day. If a refusal to take medicine results in an emergency, the Nursery's emergency procedures will be followed.

If a child has been prescribed medicine they must not attend nursery for the next 24 hours after the first dose because we need to be sure they will not have a reaction to the medicine and they may still be unwell on their first day of medicine and require one to one attention.

In addition, they may only return when there are no longer any symptoms present and the child is no longer contagious, unwell or needing one to one attention.

If a child has **an eye infection such as conjunctivitis**, they are not excluded from nursery but we ask you to get it treated immediately. We can administer prescribed antibiotic eye drops as long as the correct forms are filled out and signed, and the medication is labelled correctly as per above.

If your child has taken these eye drops in the past without an allergic reaction, they will be able to attend nursery straight away on the basis that they are well enough to be here. If your child has never tried these eye drops in the past, your child will be required to follow the procedure above and stay away from the nursery for the first 24 hours.

Only the Manager, or Deputy/Head of Room in their absence, may administer the drops and the correct hygiene procedures must be followed.

STORAGE

If the medication has to be refrigerated, it is to be put into the small fridge in the kitchen in an airtight container. The position for storage will be clearly marked "MEDICATION". If it does not need to be refrigerated, it will be kept in the medicine cabinet in the office.

1. If the medication is short-term and/or needs to also be administered at home, it will be handed to the parent or guardian, by a member of staff as the child leaves the nursery at the end of each day.
2. If a child requires an epi-pen, we require 2 epi-pens to be provided to Nursery.
3. If medication is taken on an outing, it will be carried by the designated First Aider along with any action plans. This is also noted on the Risk Assessment filled out when the nursery leave the premises.
4. If medicine needs to be discarded, it will be returned to the parents to do so.

NON-PRESCRIBED MEDICINE

We allow parents to bring in Nappy Creams such as Metanium or Bepanthen and Off-the-Shelf Dry Skin Lotions such as Aveeno or Epaderm. When receiving these, a special requirements form should be filled out and all staff will be notified.

We will accept teething gels that are in the original packaging that state they are suitable for the age of the child and when receiving these. A special requirements form should be filled in and all staff notified as well as a Medication Record filled in and signed each time it is given.

The only other non-prescribed medicine we will administer is Calpol, which we keep on our premises and for which we follow the procedure below.

1. The Nursery will have Calpol available for emergencies only
2. If child reaches a temperature of 37° c to 37.8° c (normal being 36.3° c to 37° c) the Manager will be informed and the child will be monitored regularly. The temperature will be recorded in writing on the **reverse of the child's medicine record form**. Action will be taken to bring this temperature down i.e. giving water to drink and removal of clothing.
3. If the temperature reaches 37.9° c then the parent or carer will be contacted and the child's symptoms discussed. At this point, a decision will be made as whether or not to administer Calpol (dosage is based on packaging instructions).
4. Calpol WILL ONLY be administered once the parent has sent written consent via email. A verbal message given to a member of staff is not sufficient and will not be taken as 'parents consent'. We ***MUST*** have proof of parent's permission in writing via email.
5. If the parent or other named persons are not contactable then the Manager will be called and only in emergency situations may authorise the administration of Calpol. This will only be the case for children whose parents/ carers have given written permission for this to happen. Staff will continue to try to contact the parent. In this case, Calpol will only be administered 4 hours after the child has been at nursery and NOT within this time to avoid possible overdose.
6. If Calpol is administered, the child must be collected ***IMMEDIATELY*** by a parent / carer or guardian, as it is the nursery's belief that if the child is unwell enough to be given the medication, then they are not well enough to be at the nursery and should be at home. If Calpol has been administered, the parent or carer must complete a medication record when the child is collected and it must be signed by the person who administered the medication and the Manager.

It is the nursery's view that a child who is unwell enough to be given Calpol or medication should not be at nursery. We will not just administer Calpol to a child who is 'under the weather' or 'had a bit of a temperature last night'. Parents must take this into account and not bring in their own Calpol and ask us to administer it for such cases. It is a concern of the nursery that by administering Calpol we could be masking something more sinister.

We ask parents to be honest with us in stating if they gave their child Calpol that morning or through the previous night, as an overdose can be fatal.

ACCIDENTS

We have a policy and procedure detailing how we deal with any accidents which occur at Tug Boat. First Aid will be given if needed but no medicines will be administered without managerial, **parental and/or medical staff's** consent.

As a safeguarding precaution, we also document any noteworthy accidents which occur outside of Nursery.

- o OFSTED will be informed if more than two cases of food poisoning affecting two or more children looked after on the premises occur.
- o We will contact Public Health England to report any diseases or illnesses that staff or children have contracted that are listed as reportable i.e. measles, meningitis or e coli

Our designated First Aider is **Rachel Hammond**.



Accident Policy and Recording Procedure

EYFS (2017)- 3.50-3.51: Providers must ensure there is a first aid box accessible at all times with appropriate content for use with children. Providers must keep a written record of accidents or injuries and first aid treatment and must inform parents and/or carers of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given. Registered providers must notify Ofsted of any serious accident, illness or injury to, or death of, any child while in their care, and of the action taken. Notification must be made as soon as is reasonably practicable, but in any event within 14 days of the incident occurring. A registered provider, who, without reasonable excuse, fails to comply with this requirement, commits an offence. Providers must notify local child protection agencies of any serious accident or injury to, or the death of, any child while in their care, and must act on any advice from those agencies.

At Tug Boat we endeavour to safeguard the children's wellbeing at all times. Accidents do however occur and in the unfortunate event that a child or adult sustains an injury at Tug Boat, the following procedure will apply:

- The child or adult will be comforted in the aim to remain calm. The situation will be assessed and for any minor accidents, first aid will be applied. (Please see below for some guidance on First Aid)
- The most senior member of staff and the appointed First Aider must be told immediately.
- If the accident is considered serious by the senior member of staff and the Appointed First Aider they will call 999. This can be done from the office or downstairs line.
- If 999 are called, the child's parents or adult's next of kin must be informed immediately.
- Before the ambulance arrives the senior member of staff will decide who will accompany the child or adult to the hospital, **making sure that the child's records go with them.**
- Parents or next of kin should then be informed as to what hospital to go to.
- If the accident is not an emergency and the parents have agreed to collect the child and take him or her themselves to the hospital a member of staff with an up to date first aid certificate must stay with the child the whole time until parents arrive.
- Whoever dealt with the incident must complete an accident form as soon as possible (see recording procedure below)
- A risk assessment should be carried out by the Nursery Manager and any witnesses.
- If it is an adult that has had the accident, the procedure would be the same as above apart from a next of kin should be contacted, not necessarily a parent.
- Depending on the severity of the accident then all relevant bodies must be informed including OFSTED, the Local Child Protection Agency and RIDDOR. This will include any action taken and will be done within 14 days of the serious accident, injury, illness or death.

This procedure will also be followed in events such as of febrile convulsions or severe allergic reactions.

We have a first aid box in every room and the contents of these are checked at least every 6 months. All staff are trained in Paediatric First Aid so there is a qualified, designated Paediatric First Aider present at all times. We carry out a First Aid risk assessment which is regularly reviewed. .

Guidance on First Aid

Always follow the guidance given on first aid training. The general guidance on first aid is as follows:

Cuts and Abrasions:

- A trained member of staff is to consider if treatment is necessary
- A hypo-allergenic plaster will be used to dress the cut

Swallowing foreign bodies:

- Young children often put things in their mouths. Reassure and calm the child and contact the parents
- If the object is large or sharp then call 999
- If the child shows any sign of breathing difficulties contact 999

Choking:

- Put the child over knee and support with one hand with the child's head lower than the chest
- For a baby, place them along your forearm
- Apply 5 sharp blows with a flat hand between the shoulder blades
- If back blows fail use 5 abdominal thrusts (not for a baby) and repeat then call an ambulance
- Conduct CPR if necessary

Splinters or other foreign bodies in the skin:

- Staff should not attempt to remove these. A hypo-allergenic plaster can cover the affected area and parents are to be informed

Foreign object in the eye/ ear/ nose:

- Children are quite inquisitive and many sometimes place small objects in their eye, ear or nose.
- Eye > do not touch anything sticking to or embedded in the eyeball; gently separate the eyelids with your finger and thumb to examine the eye; if the object can be seen then try to wash it out with clean water; if the object is under the eyelid then grasp the lashes and pull the top lid over the lower lid
- Nose > Do not attempt to remove the object; Assure the child and ask them to breathe through their mouth; Contact the parent and make a plan to get the child to hospital
- Ear > Do not attempt to remove the object; If the object is small then flood the ear with tepid water to try to flood the object out; If unsuccessful contact the parent and make a plan to get the child to hospital

Fitting/ Convulsion:

- Remove any restricting clothes or bedclothes
- Ensure the area around the person is safe or provide padding to protect from injury
- If required, keep the head tilted back to keep the airways open
- Call an ambulance

High temperature:

- If the child's temperature goes over 37.9 degrees Celsius, the parent will be contacted
- Remove any excess clothes and provide water to drink
- Administer temperature control medication in accordance with the medication policy

Vomiting/ Diarrhoea

- Comfort the child and monitor their progress
- If sickness persists then contact the parents; do not give the child anything to eat other than water
- Ensure staff members follow hygiene policy

Asthma:

- Reassure and calm the child and administer inhaler in accordance with the medication policy
- Call 999 and parents if symptoms do not lessen

Nosebleeds:

- Sit the child down and place their head in a forward position
- Ask the child to breathe through their mouth and pinch their nose
- With a gloved hand, catch any blood with tissues until the bleeding stops

Bumps on Head

In the unfortunate event that a child sustains a head injury at Tug Boat, the following procedure will apply:

- The accident procedure will be followed where the child will be assessed by a member of staff and any wounds will be treated using appropriate first aid.
- The Manager or most senior member of staff and appointed First-Aider are informed immediately. In the event of the bump being considered by the Manager or First-Aider as serious, the parents, and if necessary, an ambulance will be called, and the accident procedure will be followed.
- If the bump is not considered as serious, then a member of staff will be allocated to monitor the child for any changes in their symptoms, such as headache, nausea or dizziness or distressed behaviour etc, and further action will be taken if necessary.
- The child will be monitored for at least one hour before being allowed to sleep.

In line with the Health and Safety policy, the incident must be recorded. Whoever dealt with the accident must fill in an accident record form as soon as possible, stating all details. This will be signed **by the manager and the parents/guardians** when they collect their child and handed on to the managers who will include it in their risk assessments. Parents will also be given a notice of symptoms to watch out for on the "Notice of bump to head" (see below).

Accident Recording Procedure

Our Health and Safety policy clearly states that every accident will be recorded on an accident form. The accident record folder is **kept in the office**. The accident book for serious injuries for adults is kept in the Safety and Suitability of Premises, Environment and Equipment compliance manual in the office.

Accurate record keeping is especially important in respect to children in a nursery environment and the procedure to be adopted is as follows:

- An accident form must be filled out by the staff member administering first aid and all witnesses must be noted.
- The manager must be informed of all accidents within 10 mins
- The parent/carer must sign the accident form before leaving the building. If the parent has not signed the completed form then the manager should be informed so an email can be sent out to the parents notifying them of the accident and that a form is waiting to be signed.
- Parents will take a copy of the accident form home for their information.

At staff's professional discretion, accidents which occur outside of nursery which seem noteworthy will be documented on our 'Out of Nursery accident' form. This complies with safeguarding good practice.



Child Protection Policy

EYFS (2017) 3.4-3.8: Providers must be alert to any issues for concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting. A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include: significant changes in children's behaviour; deterioration in children's general well-being; unexplained bruising, marks or signs of possible abuse or neglect; children's comments which give cause for concern; any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or inappropriate behaviour displayed by other members of staff, or any other person working with the children. Providers must have regard to the Government's statutory guidance 'Working Together to Safeguard Children 2015'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. Registered providers must inform Ofsted of any allegations of serious harm or abuse by any person working with children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

Statement

At The Little Tug Boat Day Nursery we believe the welfare and safety of all children in our care is of paramount importance. All children have the right to enjoy the activities of the Nursery in a happy, safe and secure environment and we promote good practice at all times regarding the safety and welfare of the children. We adhere carefully to all legislative requirements and guidance, including those of the *Children Act 1989 and 2004, Working Together to Safeguard Children 2018, Keeping Children Safe in Education 2018* and *What to do if you are worried a child is being abused 2015*.

Our Designated Safeguarding Lead is **Cindy Knight**, and she is supported by the Deputy Manager, **Rachel Hammond**, as Deputy Designated Safeguarding Lead.

Their responsibilities include:

- Liaising with relevant external agencies and Local Safeguarding partners, such as the London Borough of H&F Children's Services
- Providing support, guidance and advice for parents, children and staff members
- Attending annual refresher training as well as full Safeguarding training every 2 years
- keep all staff members up to date on any safeguarding issues and reviews

We clearly promote that safeguarding children is everyone's responsibility.

Our aims are to:

- create an environment in the Nursery which is safe and secure for all children
- to provide them with the knowledge and understanding of how they can keep themselves safe and develop their confidence, independence, positive relationships and sense of appropriate behaviours
- enable the older children to have the self confidence and the vocabulary to identify and resist inappropriate approaches and know where to go for help
- to ensure that staff are supported and guided in best practice
- to work with parents/carers to build their understanding of and commitment to the welfare of all our children.

In order to fulfil these aims:

- We ensure a child-centered approach to safeguarding
- We are aware that it is everyone's responsibility and we challenge the idea that 'it won't happen here'.
- We ensure our staff are suitable to fulfil the requirements of their role
- Our staff have received annual training in Safeguarding Children with regular update training provided and monitored
- We follow the guidelines laid down by London Borough of H&F Children's Services and other Local Safeguarding partners
- We have a copy of Working Together 2018 in our Compliance Manual (on the computer and a hard copy) and it can also be viewed or downloaded from www.education.gov.uk

- We also have a copy of the publication 'What to do if you're worried a child is being abused'. A flow chart of these procedures is displayed on our Safeguarding board in the staff room.
- All members of staff know the Nursery's procedures for recording and reporting incidents.
- We notify the registration authority (Ofsted) of any incident or accident which affects the wellbeing of children, always within 14 days of the incident taking place, as well as the action taken in regards to the allegations.
- We have procedures for contacting the local authority's Duty Contact and Assessment Team (Duty Social Worker) or Chanel team on safeguarding children issues, as set out below.
- If a report is to be made to the authorities, we take advice from H&F Children's Services in deciding whether we must inform the child's parents at the same time.
- We meet our responsibilities under the Safeguarding Vulnerable Groups Act 2006.
- We have a separate ICT and Internet Safety, Safer recruitment, staff behaviour and whistleblowing Policies
- We support and actively promote British values
- We build strong partnerships with families, hold details of each family and track attendance and development, allowing us to gain a good understanding of each family and identify needs or concerns.

Environment

- To ensure the safety of all children and staff, comprehensive risk assessments are done throughout the nursery
- Appropriate arrangements are made to ensure the correct ratio of adults and children is maintained according to the welfare requirements
- Staff members are supervised at all times to protect their own and the children's safety and wellbeing.
- The layout of the nursery allows for constant direct supervision. Where an adult needs to be away from the group with a child, such as in the Admirals bathroom, the door is always left open and another adult such as a manager or the Chef is available to help supervise.
- In regards to toileting and personal care, nappy changes take place in an open and visible area that will not compromise staff and will ensure the safety and dignity of the child. Where a child is able to use the toilet, they will be given as much independence as possible and encouraged to complete their personal care themselves.
- We take security steps to ensure that we have control over who comes into the Nursery so that no unauthorised person has unsupervised access to the children. We record all visitors' details and if an unexpected visitor turns up they will not be allowed into the building without authorization from a manager. A CCTV monitoring system is installed at the front and back door to prevent access to the building without authorisation.

Children

- We create within the Nursery a culture of value, dignity and respect for the individual and encourage this in the children.
- We ensure that planning and activities are carried out in a way that is appropriate for the ages and stages of our children.
- We introduce key elements of safeguarding children into our curriculum, or activity planning so that children can develop an understanding of why and how to keep safe, (e.g. Stranger Danger, Road Safety) including their right to be consulted in matters affecting them.
- We develop the children's awareness and understanding of inappropriate expectations and behaviours from themselves and their peers.
- Adults will act as good role models for the children at all times.

Staff

- Staff are aware of their duty to maintain the wellbeing and welfare of the children in their care
- Each child is assigned a Key person. Parents and carers are informed of who this will be and the key workers role is explained before the child starts with us
- Tug Boat operates an open door policy with staff and managers are available to discuss any concerns staff have about children on a daily basis 24 hours a day either within the nursery or during out of hours via one of the nursery phones, Staff also receive regular touch base supervision as well as appraisals every year.
- Staff are made aware of appropriate information sharing procedures
- They are aware of the Health and Safety policies and procedures.
- Are aware that they can play an important part in the link in identifying a child's need for protection and help create a positive culture.
- Ensure activities are enjoyable and promote relevant development and fair play.
- Staff consult and gain the children's permission where manual or physical support is required (age appropriate).
- The use of cameras and tablets, as noted in our ICT policy, is only permitted for the attainment of evidence of the children's development for their profiles or for nursery displays and these are only to be taken on the nursery's cameras and tablets with parental consent previously sought at registering with us.

- 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 DBS checks and take-up references 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 references and police checks for staff and students, to ensure that no disqualified person or unfit person works at the Nursery or has access to the children.
- We record all information regarding qualifications, identity and vetting processes
- Students or any other visitors (including tradesmen or workmen) do not work unsupervised and must be within sight of a member of staff at all times.
- 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 safeguarding children concern.
- Staff members are informed of the expectation to disclose any new conviction, caution, court orders, reprimands and warnings received during their employment and are aware that their continued employment is decided on by the Nursery owners.
- Staff are aware that they may not be under the influence of alcohol or any other substance which may affect their ability to fulfil their role.
- All of our staff members will receive training on Safeguarding Children Issues. We ensure that they are able to recognise the signs and symptoms of possible physical abuse, emotional abuse, sexual abuse and neglect and are aware of the local authority guidelines for making referrals. We ensure that all staff are aware of the procedures for reporting and recording their concerns in the setting.
- Staff are also aware of peer on peer abuse, Female genital Mutilation (FGM), Child Sexual Exploitation (CSE) and potential abuse for children with additional needs. They are aware to contact the police immediately at any signs of FGM or CSE.
- Are aware that no selective look, gender, age or personality eliminates the possibility of an adults intention to harm a child
- We use our regular Staff Meetings as a forum for staff to keep up to date on safeguarding children policies and procedures
- The following behaviours displayed by a practitioner will be addressed and reported to our Safeguarding Officer:
 - Giving any particular child excessive one to one attention beyond the requirements of their usual role and responsibility
 - Inappropriate sexual comments
 - Fixation on a child or being distracted when a specific child is out of the room
 - Trying to gain opportunities to be alone with a child
 - Excessive tactile actions
 - Purchasing gifts for a particular child
 - Making inappropriate, offensive or sexually suggestive comments regarding the children or around the children
 - Making excessive connections with a family or offering unrequested services such as babysitting.
 - Engage in rough, physical or sexually provocative games with the children
 - Allow or engage in any form of inappropriate touching
 - Allow children to use inappropriate language unchallenged
 - Reduce a child to tears as a form of control
 - Allow allegations made by a child to go unchallenged, unrecorded or not acted upon
 - Do things of a personal nature that the child is able to do for themselves
 - Administer unauthorized medication
 - Inappropriate sharing of images

NB. This list is not exhaustive and if at any time staff or parents have concerns regarding the inappropriate practice/ action of a practitioner they should inform the Designated Safeguarding Lead.

Please see separate ICT and internet policy for staff policies relating to ICT, internet, phone and camera usage at Tug Boat.

Parents/ Carers

- The Nursery takes every step in its power to build up trusting and supportive relations among families, staff and students.
- Parents are provided with access to our policies and are made aware of safeguarding policies such as the use of phones, cameras or photographs.
- **It is in the parent's contract that no photograph of the setting or of any other child other than their own is to be taken or uploaded on a social networking site.**
- The Nursery 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 H&F Children's Services.

- 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.
- Information, support and advice will be provided for parents where needed such as for domestic violence, referral services, therapy or substance abuse etc. and we are able to provide guidance and support for online abuse, sexual exploitation, FGM or radicalisation.
- Where a parent/ carer discloses information such as in regards to domestic violence, we will record this information as described below.
- When informing Parents/Carers of any impending referrals, we will discuss this with them before they are made. However if a suspicion of abuse is recorded, and the child is considered at risk an immediate referral will be made to the Referral and Assessment team and we will take their advice on informing parents/carers.
- As outlined in our collections policy, parents who are thought to be under the influence of alcohol or any other substance will not be allowed to take their child off the premises.
- Parents or carers are not allowed to use their personal phones or cameras on the nursery premises at any time.

Please see separate ICT and internet policy for parent/ carer policies relating to ICT, internet, phone and camera usage at the Tug Boat

Children with special educational needs

We are aware that children who have additional needs may be more susceptible to abuse or may face additional challenges and we ensure we assess the child's ability to understand, communicate and avoid potential abuse and provide appropriate support where needed. We would be more aware of indicators to identify abuse and actively challenge assumptions, which may interfere with safeguarding those who are more vulnerable.

We also assess the family to identify if any additional help is needed at home in order to signpost them to support when needed.

Peer on Peer abuse

At Tugboat we have young children who are still learning about appropriate behaviours, which we provide guidance on, teaching them how to be a good friend. In the cases where children show persistent unwanted attention, a form of bullying, which is not age appropriate, we will address this behaviour through our behaviour management procedures. We will take action to minimize any peer on peer abuse and actively challenge any form of bullying or abuse.

Action to be taken if we have Safeguarding concerns

Early Help

A child in need is defined under the Children Act 1989 as a child who is unlikely to achieve or maintain a reasonable level of health or development, or whose health and development is likely to be significantly or further impaired, without the provision of services; or a child who is disabled.

The aim is to identify a child or family who would benefit from help as problems emerge or when needs are not being met as early as possible to provide support to prevent needs from escalating and improve outcomes for the child and family.

If we identify that a family or child is in need of support, we will get guidance from our Local Safeguarding partners, such as the Hammersmith and Fulham Children Services, and conduct an Early Help Assessment, to identify what action could benefit the family. We would aim to do this with the family and child's involvement where possible.

If a family denies consent for an assessment and we are concerned, we will consider how to best meet the needs of the child and contact our local services to make a referral.

We will record our concerns, the children's needs, our view on the parents capacity to meet their child's needs and any external factors we are aware of which may influence the family or parents capacity. We can then signpost the parents to who to contact for a referral, advice or support.

If We Suspect Abuse

- We acknowledge that abuse of children can take different forms - physical, emotional, sexual and neglect.
- All staff are able to respond appropriately to any:
 - significant changes in a child's behaviour;
 - deterioration in a child's general well-being;
 - unexplained bruising, marks or signs of possible abuse or neglect;
 - any comment a child makes which may give cause for concern;
 - Any suspected neglect or abuse outside of the setting (e.g. at home);
 - Inappropriate behaviour displayed by other members of staff or other adult
- When children are suffering from physical, sexual or emotional abuse, this may be demonstrated through changes in their behaviour, or in their play. Where such changes in behaviour occur, or where children's play gives cause for concern, the Nursery will investigate.

- We allow investigation to be carried out with sensitivity. Staff members in the Nursery 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. We seek parent's/carer's permissions before making a referral unless by seeking this permission we put a child at risk.
- We work co-operatively with the parent/carer unless this is inconsistent with the need to ensure the child's safety

Disclosures Made to Us

- Where a child makes a disclosure to a member of staff, that member of staff:
 - offers reassurance to the child;
 - listens to the child; and
 - gives reassurance that she or he will take action.
 - The member of staff does not question the child – the golden rule is '*observe and listen but do not probe*'.

Recording and Reporting Suspicions of Abuse and Disclosures (including domestic violence)

The staff member immediately makes a record of:

- The child or parents name; address, date of birth, gender, ethnicity, first language, religion, address of nursery attended, any special needs;
 - Identity of who has parental responsibility;
 - Names (if known) of all other household members;
 - Any important recent or historical events in child's life
 - The date, time and location of the observation or the disclosure;
 - As best as possible makes an objective record of the observation or disclosure;
 - The exact words spoken by the child or parent;
 - The name of the person to whom the concern was reported, with date and time and their relationship to the child;
 - The names of any other person present at the time;
 - Where the child is now, their current emotional/physical condition
 - Details of alleged perpetrator if relevant
 - Details of any other agencies known to be involved with the child/ family already
 - Information regarding potential knowledge of and agreement to the referral (gaining parental permission if relevant)
- These records are signed and dated and kept in a separate confidential file.

The member of staff will discuss the incident with the onsite Manager and a decision will be made about who should be notified. If a child's safety is at risk the Referral and Assessment team will be contacted immediately. We will take advice from them regarding information then given to parents/carers, and whether to inform any other external bodies, including the police, social services and/or Ofsted etc.).

In a case where a child is not in immediate danger we try to discuss the matter with parents/carers before making any referrals. However, it is the welfare of the child which is paramount and this is at the forefront of all our actions. We are aware that many children have suffered because of lack of communication between agencies, and that government guidance now encourages the full sharing of information. We shall therefore use our professional judgement in sharing information with the agencies that 'need to know', being open and honest with parents/carers and children as to why we feel we need to share the information.

Confidentiality and Information sharing

If there are concerns within the Nursery, it is important that the onsite Manager is made aware of them. Information must not be shared with any other member of staff. All suspicions and investigations are kept confidential and shared only with those who need to know.

The GDPR Data Protection Act 2018 allows us to prioritise a child's safeguarding and we will share information as required to ensure that the child is protected. Any information shared with external agencies is done under the guidance of the LB of Hammersmith and Fulham Local Safeguarding Children Board. Information will be shared with the consent of the child and parents where possible unless this is to the detriment of the child.

Accurate records will be maintained of all telephone calls, minutes and outcomes of meetings etc. relevant to the matter, treating these records as highly confidential and keeping them in a locked filing cabinet in the Nursery office.

Any concerns will be passed on to relevant services when a child leaves the setting.

Procedure Regarding Abuse or Suspected Abuse by a Member of Staff

Despite all efforts to recruit safely there may be occasions when allegations of abuse are made against a staff member. The following procedure will take place if at any time it is reported to *the Manager* that a member of staff or student has behaved in a way that has harmed a child or may have harmed a child; has possibly

committed a criminal offence against or related to a child; behaved towards a child in a way that indicates they are unsuitable to work with children.

- In order to safeguard the children and themselves the member of staff who has had the allegation made against them may be suspended immediately from duties with the children pending investigation.
- We will **immediately** inform the LB of Hammersmith and Fulham Local Authority Designated Officer (LADO) or the police if relevant and advice will be taken as to any action to be taken, including whether or not to inform the parents/carers of the child concerned.
- The Nursery will follow the advice of the LB of Hammersmith and Fulham Local Authority Designated Officer (LADO) as to how much information should be disclosed to the parents and the staff member against whom the allegations or suspicions have been levied.
- At all stages written documentation will be taken concerning allegations and conversations with all parties involved, this documentation will include dates, times, locations and names of potential witnesses.
- At this point the case will be taken over by the authorities concerned and a strategy meeting will be held.
- All documentation will be kept in a locked confidential file in the Nursery office.
- Guidance on where to find information, support and advice will be provided for the member of staff
- The Disclosure and Barring Service and Ofsted immediately if any staff is dismissed due to a safeguarding concern.

N.B. If the concern personally involves the named Designated Safeguarding Lead or then the next nominated is Amy Shah and the concern should be addressed to her.

Prevent Strategy

- The Prevent Duty Guidance (March 2015) highlights the responsibility of early years providers to focus on delivering the Early Years Foundation Stage with regard to keeping children safe and promoting their welfare. Through focusing on a child's personal, social and emotional development, we as a nursery, ensure that (in an age appropriate way) we teach our children to learn right from wrong, learn to value other people's views and understand about similarities and differences between themselves and others.
- Staff are encouraged and understand that it is their duty to challenge negative stereotypes and attitudes and teach the children this too. This is not limited to the children attending the nursery but also to any visitors, parents, staff, students and extended family that enter our nursery or look after our children.
- Staff are made aware of how to identify any children who are vulnerable or at risk and aware of how and when to intervene as appropriate. Staff know to report any concerns to the safeguarding officer.
- Children's poor and irregular attendance is tracked.
- The Manager, Deputy and Owner have attended Prevent awareness training and has reported back to staff during a staff meeting. The manager is aware of who to contact where there is a concern (listed below).

Complaints

- We ensure that all parents/carers know how to complain about staff or student action within the Nursery, which may include an allegation of abuse.
- A copy of our complaints procedure is displayed on the parents notice board
- We follow all the disclosure and recording procedures when investigating an allegation that a member of staff or student has abused a child as if it were an allegation of abuse by any other person and we notify Ofsted and the LB of Hammersmith and Fulham Duty Contact and Assessment Team when we receive an allegation made about a member of staff, in line with this procedure.

IMPORTANT CONTACTS

OFSTED	0300 123 1231
Initial Contact and Advice Team (ICAT) To refer a concern about a child or for safeguarding advice	Tel: 0208 753 6610 Email: familyservices@lbhf.gov.uk Walk-in: Ground Floor, 145 King St, Hammersmith, W6 9XY Out of Hours Service: 0208 748 8588
Local Authority Designated Officer (LADO)	Tel: 0208 753 5125 Email: LADO@lbhf.gov.uk ask to speak to the duty child protection advisor
Hammersmith and Fulham Manager of Safeguarding (Anna Carpenter)	Tel: 0208 753 5124 / 07775 554 389 Email: anna.carpenter@lbhf.gov.uk

Family Support and Child Protection Advisor (CSE Lead) (Emily Harcombe)	Tel: 0208 753 6918 / 07467 734 648 Email: Emily.harcombe@lbhf.gov.uk
Prevent Strategy and Channel Programme Guidance Local team	Tel: 020 8753 5727 Email: prevent@lbhf.gov.uk
Tri-borough Multi-Agency Safeguarding Hub (MASH) (Karen Duncan)	Tel: 0207 641 3991 Email: kduncan1@westminster.gov.uk



Child Collection Policy

EYFS (2017) - 3.62: Providers must only release children into the care of individuals who have been notified to the provider by the parent, and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises, and have an agreed procedure for checking the identity of visitors.

At The Little Tug Boat Day Nursery, we believe the welfare and safety of all children in our care is of paramount importance.

Only the authorised parents, carers or other named persons on the child's personal details registration form will be allowed to collect the child. We have a cameras installed at the front door, which allow staff to see who is there before opening the door. Therefore, on absolutely no account will staff allow an unknown person to enter the premises without verifying their identify and reason for visiting the nursery.

For every child attending the Nursery, a list of emergency contact numbers are kept in the office. Full emergency contact details are also recorded on each child's personal record form in their file. We also ask parents to provide us with a photograph of any other persons to collect which is kept in their child's personal folder. Parents are informed that they need to send an email should they need to amend or change any contact details.

If there is the odd occasion that a person unknown to the Nursery will be collecting the child then the parent must inform staff via email detailing the name of the person collecting, their mobile number and a photo of that person. A password must be provided and the visitor must repeat this password to the staff via the intercom phone before entering the premises.

Should a parent/carer wish to nominate someone new to collect their child from Nursery regularly they need to update their child's personal record form in person or with email and provide a photograph must be provided.

As stated, the welfare of the child is our main priority and we therefore will not allow a parent/carer to leave the premises with the child if we believe the parent/carer is under the influence of alcohol or other harmful substances. If this occurs, we will contact the next person on the child's collection list and request for them to collect the child instead. This event can be particularly challenging and we endeavour to maintain a professional position.

Uncollected child procedure

If a parent/carer is running late to collect their child by 6:30pm or will not be able to get to Nursery on time as expected then the following procedure must be followed:-

- A phone call must be made by the parent/carer to the staff line on the ground floor (020 7736 8092) or office line (020 7731 6648) before 6:30pm to inform the staff of how late the parent/carer thinks they will be.
- If alternative arrangements have been made for the child's collection the parent must ring the office number (020 7731 6648) and, where possible, speak to the Nursery Manager. Where not possible, an email must be sent giving consent and a password that they have given to the person now collecting their child.
- Should a child not be collected at the appointed time, a member of staff will endeavour to contact the parent/carer using the contact information on file.

- If the parents/carers are not contactable, the other adults who are authorised to collect the child will be contacted using the numbers recorded within the child's personal record and registration form.
- If a parent is late, they will be charged a late collection fee of £20 for the first fifteen minutes and £10 for every 10 minutes thereafter. The money will go directly to the two members of staff who have to stay with the child (two adults is the minimum legal requirement).
- At least two suitably qualified members of staff will remain on the premises with the child until the person collecting the child arrives.
- UNDER NO CIRCUMSTANCES will a staff member take the child home with them.
- If the parents, carers or any other adult responsible cannot be contacted, we will take into consideration all the individual families circumstances and once a reasonable time has elapsed, the Family Services Front Door Service will be contacted, details below:
 - **Family Services Front Door Service** 0208 753 6600
Ground Floor, 145 King St, Hammersmith, W6 9XY 0208 748 8588 (out of hours)
- Children's Services will aim to locate the parents or relative, if they are unable to do so the child will be admitted into the care of the local authority.
- A full written report on the incident will be included in the child's file.



Missing Child Procedure

At The Little Tug Boat Day Nursery, we believe the welfare and safety of all children in our care is of paramount importance. The following covers the procedures to be adopted in the unlikely event of a child going missing from Nursery care.

Missing Child on Nursery Premises

At the Little Tug Boat Day Nursery, we supervise the children effectively throughout the day, ensuring that at all times legal required ratios are maintained. In the unlikely event of a child going missing whilst on the Nursery premises, the following actions will be taken:

1. The senior member of staff present arranges for the other children to be satisfactorily supervised and will check registers to ensure no other children are missing.
2. Doors and gates will be checked to identify if these have inadvertently been left open enabling a child to wander off.
3. The person in charge will be informed and will talk to staff to ascertain the last time that the child was seen and any information will be gathered quickly.
4. The surrounding area will be checked immediately to see if the child can be located, in particular areas, such as toilets, cupboards or other areas of a size capable of hiding a child.
5. Enquiries are made of any other adults in the vicinity.
6. Within an appropriate time lapse but no more than 5 minutes, if the child cannot be found, the person in charge will inform:-
 - a. The police and/or any other appropriate emergency service
 - b. The parents/carers of the child
7. At all times the welfare of the other children in the Nursery will be paramount and all efforts made to keep the children calm and happy.
8. The manager and staff of the Nursery will liaise with the police and emergency services at all times and will co-operate fully and provide support as needed to the child's family.
9. A full record of the incident will be written up by the Nursery Manager and will be stored confidentially in the Nursery office. Ofsted will be informed at the earliest possible opportunity but always within 14 days.
10. A full enquiry as to the nature of the incident will be carried out, with the co-operation of any children's services or agencies as required.

Missing Child on an Outing

At the Little Tug Boat Day Nursery a full risk assessment is completed before undertaking any outing from the premises. Adult to child ratios are not only adhered to, but on many occasions are exceeded, to ensure that the children are appropriately supervised at all times.

We want the children to enjoy the outings we undertake, ensuring at all times that they feel secure and happy. Security and welfare of the children is our utmost priority. As detailed in our Outings policy, full risk assessment details are recorded at the Nursery in advance and the Nursery outings mobile phone is always taken.

In the unlikely event that a child goes missing on an outing the procedure to be followed is as follows:

1. The senior member of staff present arranges for the other children to be satisfactorily supervised and will check registers to ensure no other children are missing.
2. Should the outing be taking place in a staffed environment (such as a farm, play centre etc.) the senior member of staff will immediately inform the manager of the facility and ask for co-operation in ensuring that all exits to the facility are manned and watched.
3. The immediate area will be searched taking into account any spaces or areas that would attract a child *i.e.* bushes, trees, sheds and out houses, toilets, any exciting place that a child may want to explore *e.g.* animal pens at the farm. On undertaking this search it will be considered if there are any security staff or facility staff who can assist with a rapid review of the facility. Priority will be given to ensuring that any exits are manned.
4. If the Nursery Manager is not present on the outing then they will be contacted immediately by mobile phone.
5. Within an appropriate time lapse but no more than 5 minutes, if the child cannot be found, the person in charge will inform:-
 - a. The police and/or any other appropriate emergency service
 - b. The parents/carers of the child
 - c. The Nursery
6. Arrangements will be made by the person in charge to transport the other children on the outing safely back to Nursery as soon as possible. At all times the welfare of the children will be paramount and all efforts made to keep the children calm and happy.
7. The manager and staff of the Nursery will liaise with the police and emergency services at all times, will co-operate fully and will provide support as needed to the child's family.
8. A full record of the incident will be written up by the Nursery manager and will be stored confidentially in the Nursery office. Ofsted will be informed at the earliest possible opportunity but always within 14 days.
9. A full enquiry as to the nature of the incident will be carried out, with the co-operation of any children's services or agencies as required.

Investigating and Reporting

A full report will be written up following an investigation by the manager into how the child went missing. All relevant information including the names of the person in charge, staff present and what they saw, the staff ratios and the full circumstances of the incident will be recorded. If necessary, where the incident was due to the negligence of a staff member, then the staff disciplinary procedure will be followed.

Key People to Inform

<i>OFSTED</i>	0300 123 1231
<i>Police</i>	999
<i>H&F Children's Services Initial contact and advice team</i>	0208 753 6610
<i>Emergency Duty Team (Out of hours)</i>	0208 748 8588
<i>Nursery Phones: Cindy Knight (Manager)</i>	07957 289 839



ICT and Internet Safety Policy

Introduction

The Internet and 'Information and Communication Technology' (ICT) should be considered part of everyday life with children seen to be at the forefront of this online generation. Knowledge and experience of ICT should be considered as an essential life skill. It has to be recognised however, that digital technology has increased the potential for cameras and images to be misused and inevitably there will be concerns about the risks to which children may be exposed. Developmentally appropriate access to computers, cameras and the internet in the early years will significantly contribute to children and young people's enjoyment of learning and development.

Children will learn most effectively where they are to be given managed access to computers and ICT equipment and control of their own learning experiences; however such use will carry an element of risk.

This Policy will aim to outline safe and effective practice in the use of the cameras, tablets, computers, phones and internet. It will provide advice on acceptable use and effective control measures to enable children and adults to use ICT resources in a safer online environment.

The Lead Designated Safeguarding Officer (DSO) ([Cindy Knight](#)) is to be responsible for ICT and online safety, and will manage the implementation of the ICT and Internet Safety Policy.

Procedures

At The Little Tug Boat Day Nursery the younger children are able to use the computers and iPad with age appropriate games and learning tools with adult supervision.

We also offer the children the opportunity to use the iPad and the internet; however we have introduced a range of procedures to ensure their safety:

- The iPad/ tablets will be kept in the office when not in use
- It must only be used when there are at least two members of staff in the room
- Staff must check any media which the children will view, **before** showing it to the children
- The history on the iPad, tablets and laptops is monitored on a regular basis by management and the Company's IT service provider (Alex Harris IT)
- The iPad, tablets and computer should never be used for personal use such as emails or social media sites
- Children are not permitted unattended use of ICT resources.

Should children or adults discover any potentially unsafe or inappropriate material, they are to immediately remove the content from the children's view. For example, the device will be removed from children's view and/or the monitor (not computer) will be turned off. The use of the Report Abuse button is to be considered best practice. All such incidents must be reported to the Lead Designated Safeguarding Officer; who must ensure a report of the incident is to be made and will take any further actions which are to be deemed necessary.

If a parent would rather not allow internet access to a child then please let a member of nursery staff know.

We also introduce the children to e-safety and explain where possible about how and why we use the internet.

Staff are also aware of the need to limit the time children spend on computers and will develop strategies to ensure that they spend a balance of time engaged in ICT and other activities.

The Little Tug Boat provides the use of digital cameras, computers and internet facilities for staff. The digital cameras allow staff and children to record day to day activities. The computer and internet access provides opportunities to enhance education by supporting the planning of activities and researching information. This policy also sets out the settings standards for the safe use of this.

The DSO reserves the right to examine or delete any files that may be held on its system or to monitor any internet sites visited. Any staff member has the right to question another staff member on their ICT usage and is obligated to report any concern immediately with the DSO.

Cameras

- Staff will only use the setting's own cameras or tablets to take photographs and videos to support the recording of activities or events
- Consent for photographs is obtained from Parent/Carer on admission as part of the registration process.
- Specific consent for photographs to be used in publicity e.g. website, is obtained from Parent/Carer as part of the registration process and at the time of use.
- All images stored on the setting's computers, which are password protected. Passwords are regularly changed by the Manager.
- Where it is not possible to download or delete photographs immediately from the Nursery's camera, the camera will be securely stored until the next possible day.
- Photographs are disposed of appropriately once no longer required – either by deleting, shredding or giving to parents.
- Staff will not use any other device, including personal mobile phones, to take photographs in or around the setting or when on outings.
- Cameras are prohibited within the toilet and nappy changing areas.
- Photographs are not to be taken of children in only nappies, when asleep or when inappropriately dressed.
- The use of any photographic equipment by staff, parents or visitors is only permitted with the consent of the Manager or person in charge.
- Any photos or videos taken by staff, other adults (including parents), and the children themselves during ANY Nursery activity (including outings and events/ parties) should not be put on public display or published anywhere on the internet (including social networking sites such as Facebook).

Computers and internet use in the setting

- Computers and internet will be used only for work related activities. Personal use of internet activity on the nursery's computers, laptops and tablets is strictly prohibited.
 - All nursery computers, laptops and tablets are password protected, and passwords are regularly changed by the Manager.
 - Computer discs or pen drives will not be used without prior permission from the Manager
 - All Internet activity and history will be monitored for appropriateness by the Manager
 - Other user's files will not be accessed without their permission.
 - E-mail correspondence is prohibited and only will be allowed with manager's permission and supervision. Authorized messages will be directed only to people who have been approved and messages sent will be polite and responsible.
 - Personal details will not be shared over the internet.
 - Social networking sites will not be accessed via work computers at any time.
 - Computer files will be checked and the internet sites visited will be monitored by the Company's IT service provider (Alex Harris IT)
 - Any inappropriate materials sent to the computer must be reported to the manager.
 - All staff will adhere to the above. Any breaches will be subject to the setting's disciplinary procedure.

Mobile phone and social networking

We believe our staff should be completely attentive during their hours of working to ensure all children in the nursery receive good quality care and education. This is why mobile phones are not to be used during working hours and where children are present

We also feel that restrictions need to be placed on staff when they access social networking sites. The nursery has a high reputation to upkeep and comments made on sites such as 'Facebook' could have an impact on how parents using the nursery view the staff. As such, all staff have been asked to sign the Professional Conduct Agreement.

Staff must adhere to the following

- Mobile phones must only be used on a designated break in the staff room or Manager's office, and when children are not present.
- Mobile phones must be stored safely in the office when the staff are not on their break
- Personal mobile phones should be password protected
- During outings, staff will take the Nursery's outings phone, which does not have a camera facility
- Photographs must not be taken of the children on any personal phones
- Staff must not post anything onto social networking sites such as 'Facebook' that could be construed to have any impact on the nursery's reputation, other staff or parents.
- We strongly recommend staff do not accept parents or children as "friends" on social networking sites, however if staff do choose to allow this, then this relationship must remain professional at all times and we recommend that security settings on social network sites are at the highest level to prevent anyone with whom you're not friends with seeing information about you or your line of work
- If any of the above points are not followed then the member of staff involved will face disciplinary action, which could result in dismissal.
- Students are not permitted to access any computers or tablets

Manager's Work Mobile Phone

- In the event of an emergency, the Manager has been provided a work mobile phone. This phone contains staff and parent contact details for out of hours or away from nursery emergencies. Likewise, this telephone number is provided to staff and parents should they need to contact the Manager in an out of hours emergency,
- During office hours, usage of the Manager's work mobile phone follows the same mobile usage policy as all other staff – the phone is password protected and can only be used on a designated break in the staff room or the Manager's office.

Photographs of the children will not be taken on the Manager's work phone.

Parents and visitors use of mobile phones

The nursery operates its own mobile usage policy in relation to staff and visitors to the premises. Whilst we recognise that there may be emergency situations which necessitate the use of a mobile telephone, in order to ensure the safety and welfare of children in our care, parents and visitors are also kindly asked to refrain from using their mobile telephones whilst in the nursery, including when collecting or dropping off their children. We also ask parents to encourage friends and family who may be collecting their child from using their phone on the premises. Parents are also asked to refrain from sending photographs of their children to any of the staff's personal mobile phones or the Manager's work mobile phone.

Tablets

The Nursery tablets are used inside nursery rooms and in the outside areas, and may on occasion be used on outings. The tablets will be stored in the office at the end of each day. Photographs and videos taken with the tablets will be used for displays within the nursery and for observations. Nursery Tablets are used by staff for the EYFS (Tapestry) to record children's activities, development stages and achievements through written and photo observations. Children can use the tablets with very close supervision from staff. Tablets must only be used for internet access for the Tapestry app and may be used for learning purposes for children e.g. phonic song on YouTube, letter/ number games etc.



British Values and Prevent Duty Policy

From 1 July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the Counter-Terrorism and Security Act 2015, in the exercise of their functions, to have "due regard to the need to prevent people from being drawn into terrorism". This duty is known as the Prevent duty. It applies to a wide range of public-facing bodies. Bodies to which the duty applies must have regard to the statutory guidance.

BRITISH VALUES

British values are, according to Ofsted, 'fundamental British values': four values introduced to help keep children safe and promote their welfare – as is the duty of all providers following the EYFS; specifically to counter extremism.

These four values are

- **Democracy:** making decisions together
- **Rule of law:** understanding rules matter as cited in Personal Social and Emotional development
- **Individual liberty:** freedom for all
- **Mutual respect and tolerance:** treat others as you want to be treated

The DfE have reinforced the need ***"to create and enforce a clear and rigorous expectation on all schools to promote the fundamental British values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs."***

The Government set out its definition of British values in the 2011 Prevent Strategy, and these values were reiterated in 2014. At The Little Tug Boat Day Nursery embedding these values in our everyday practice and ensuring they are regularly re-inforced is the responsibility of every member of staff.

Democracy: making decisions together

As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:

- The Manager and staff can encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other's views and values and talk about their feelings. For example, when they do or do not need help, demonstrating democracy in action by sharing views on what the theme of their role play area could be with a show of hands or the Admirals contributing to their QIP.
- Staff can support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children should be given opportunities to develop enquiring minds in an atmosphere where questions are valued.

Rule of law: understanding rules matter as cited in Personal Social and Emotional development

As part of the focus on managing feelings and behaviour:

- Staff can ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong.
- Staff can collaborate with children to create the rules and the codes of behaviour, for example, to agree the rules about tidying up and ensure that all children understand rules apply to everyone.

Individual liberty: freedom for all

As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World:

- Children should develop a positive sense of themselves. Staff can provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on an obstacle course, mixing colours, talking about their experiences and learning.
- Staff should encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example in a small group discuss how they feel about moving to Big School or choosing when to have their morning snack.

Mutual respect and tolerance: treat others as you want to be treated

As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

- Managers and staff create an ethos and environment of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.
- Children should acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.
- Staff should encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Staff should promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping. This is not limited to the children attending the nursery but also to any visitors, parents, staff, students and extended family that enter our nursery or look after our children.

PREVENT DUTY:

From 1 July 2015, all schools and childcare providers must have due regard to the need to prevent people being drawn into terrorism.

The government has defined extremism in the Prevent strategy as: "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."

Childcare and Early Years Providers subject to the Prevent duty will be expected to demonstrate activity in the following areas:

- assessing the risk of children being drawn into terrorism.
- demonstrate that they are protecting children and young people from being drawn into terrorism by having robust safeguarding policies.
- ensure that their safeguarding arrangements take into account the policies and procedures of the Local Safeguarding Children Board.
- make sure that staff have training that gives them the knowledge and confidence to identify children at risk of being drawn into terrorism, and to challenge extremist ideas which can be used to legitimise terrorism
- expected to ensure children are safe from terrorist and extremist material when accessing the internet

If we suspect a child to be vulnerable and/ or at risk

Staff are made aware of how to identify any children who are vulnerable or at risk, for example as a result of:-

- unauthorised and un-notified absences from Nursery
- changes in behaviour
- any comment a child makes which may give cause for concern;

Any suspicion of risk must be reported to our Child Protection Officer **Cindy Knight**, or in her absence, the Deputy, **Rachel Hammond**. They will immediately report to the LADO for Hammersmith and Fulham and **Prevent Strategy and Channel Programme Guidance Liaison**. The advice of these two bodies will then be followed.

At all stages written documentation will be taken concerning allegations and conversations with all parties involved, this documentation will include dates, times, locations and names of potential witnesses. All related documentation will be kept in a locked confidential file in the Nursery office.

The Manager, Deputy and Owner have all received training in the Prevent Duty and British Values, and this has been cascaded to all members of the team and is also part of the induction programme for any new starter.

IMPORTANT CONTACTS

Family Services Front Door Service To refer a concern about a child or for safeguarding advice	Tel: 0208 753 6600 Email: familyservices@lbhf.gov.uk Walk-in: Ground Floor, 145 King St, Hammersmith, W6 9XY Out of Hours Service: 0208 748 8588
Tri-Borough Local Authority Designated Officer	Tel: 0208 753 5125 ask to speak to the duty child protection advisor
Hammersmith and Fulham Service Manager of Safeguarding (Anna Carpenter)	Tel: 07775 554 389
Prevent Strategy and Channel Programme Guidance (Jake Butterworth)	Tel: 020 8753 5843 Email: jake.butterworth@lbhf.gov.uk



Whistle Blowing Policy

EYFS 3.4-3.8: Providers must be alert to any issues for concern in the child's life at home or elsewhere. Providers must have and implement a policy, and procedures, to safeguard children. These should be in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken in the event of an allegation being made against a member of staff, and cover the use of mobile phones and cameras in the setting. A practitioner must be designated to take lead responsibility for safeguarding children in every setting. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSCB. They must provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required. The lead practitioner must attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect. Providers must train all staff to understand their safeguarding policy and procedures, and ensure that all staff have up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include: significant changes in children's behaviour; deterioration in children's general well-being; unexplained bruising, marks or signs of possible abuse or neglect; children's comments which give cause for concern; any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or inappropriate behaviour displayed by other members of staff, or any other person working with the children. Providers must have regard to the Government's statutory guidance 'Working Together to Safeguard Children 2013'. If providers have concerns about children's safety or welfare, they must notify agencies with statutory responsibilities without delay. This means the local children's social care services and, in emergencies, the police. Registered providers must inform Ofsted of any allegations of serious harm or abuse by any person working with children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations. These notifications must be made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made. A registered provider who, without reasonable excuse, fails to comply with this requirement, commits an offence.

WHAT IS WHISTLOBLING?

Whistleblowing encourages and enables staff to raise serious concerns within the nursery, rather than overlooking a problem or 'blowing the whistle' outside. Staff are often the first to realise that there is something seriously wrong with the nursery. However, they may not want to express their concerns as they feel that speaking up would be disloyal to their colleagues or to the nursery. If you believe that a child is or children are at immediate risk of harm, you should refer your concern to the local authority LADO or report this to the police. Further information on the safeguarding of children can be found in 'Working together to safeguard children'. If you tell Ofsted, they will always tell the relevant local authority.

OUR COMMITMENT

The Little Tug Boat Day Nursery is committed to the highest possible standards of openness, and accountability. In line with that commitment, we expect staff, and others that we deal with, who have serious concerns about any aspect of the nursery's operation to come forward and voice those concerns.

WHO DOES THE POLICY APPLY TO

The policy applies to all employees, permanent and temporary, agency staff, volunteers, extra-curricular staff and work experience students.

AIMS OF THE POLICY

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

What Types of Concern are covered?

- Behaviour, which has harmed, or may harm a child
- Where there is a possibility that a member of staff has committed a criminal offence against a child or related to a child that has not been disclosed

- Behaviour towards a child or children in a way that indicates that s/he is unsuitable to work with children
- Conduct which is an offence or a breach of law
- Failure to comply with a legal obligation
- Health and safety risks, including risks to the public as well as other staff.
- Damage to the environment
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong

SAFEGUARDS AND VICTIMISATION

The Little Tug Boat Day Nursery recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you provide a service. The Little Tug Boat Day Nursery will not tolerate any harassment or victimisation (including informal pressures) and will take appropriate action to protect you when you raise a concern in good faith.

CONFIDENTIALITY

All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness.

This policy encourages you however to put your name to your concern whenever possible. Please note that:

- Staff must disclose the information in good faith
- Staff must believe it to be substantially true
- Staff must not act maliciously or make false allegations
- Staff must not seek any personal gain

RAISING A CONCERN

As a first step, you should raise concerns with the Nursery Manager. In all cases that fit the criteria above, the Manager will contact the Local Authority Designated Officer (LADO) at Hammersmith and Fulham. The LADO is responsible for all the management and oversight of individual cases and must be informed of all allegations or concerns relating to staff or volunteers that fit the criteria above.

They will:-

- Provide advice and guidance to the setting
- Will liaise with Children's Social Care and other agencies
- Will monitor the progress of cases where necessary
- Will work to ensure that all allegations are dealt with appropriately

LADO Contacts for Hammersmith & Fulham

Please call 020 8753 5125

OR email LADO@lbhf.gov.uk

Tri-Borough LADO Contact details if you cannot make contact with a Duty Officer

Family Services Front Door Service To refer a concern about a child or for safeguarding advice	Tel: 0208 753 6600 Email: familyservices@lbhf.gov.uk Walk-in: Ground Floor, 145 King St, Hammersmith, W6 9XY Out of Hours Service: 0208 748 8588
Tri-Borough Safer Organisations Manager and LADO (Kembra Healy)	Tel: 0208 753 5125 Email: kembra.healy@lbhf.gov.uk
Hammersmith and Fulham Service Manager of Safeguarding (Anna Carpenter)	Tel: 07775 554 389 or 020 8753 5124
Prevent Strategy and Channel Programme Guidance (Jake Butterworth)	Tel: 020 8753 5843 Email: jake.butterworth@lbhf.gov.uk

In an emergency call the police on 999

If the allegation is against the Manager, please seek advice from the Deputy Manager or Nursery owner. Alternatively, the LADO should be contacted directly using the contact details above.

You can also contact Ofsted directly on 0300 123 3155 or email them at whistleblowing@ofsted.gov.uk



Behaviour Management Policy

EYFS (2017)- 3.52-3.53: Providers are responsible for managing children's behaviour in an appropriate way. Providers must not give corporal punishment to a child. Providers must take all reasonable steps to ensure that corporal punishment is not given by any person who cares for or is in regular contact with a child, or by any person living or working in the premises where care is provided. Any early years provider who fails to meet these requirements commits an offence. A person will not be taken to have used corporal punishment (and therefore will not have committed an offence), where physical intervention was taken for the purposes of averting immediate danger of personal injury to any person (including the child) or to manage a child's behaviour if absolutely necessary. Providers must keep a record of any occasion where physical intervention is used, and parents and/or carers must be informed on the same day, or as soon as reasonably practicable. Providers must not threaten corporal punishment, and must not use or threaten any punishment which could adversely affect a child's well-being

Statement

At Tug Boat, we believe that positive behaviour is learned in an atmosphere of mutual respect, praise and encouragement, where adults demonstrate positive behaviour using language and body language. The appointed Behaviour Co-ordinator (BECO) responsibilities include advising parents and colleagues, maintaining professional relationships with outside agencies and being able to access expert advice and support as required.

The BECO ensures that all parents are aware about expected behaviours at certain ages and what is considered normal and part of a child's natural development. The staff recognise and value each child and are encouraged to use positive language and behaviours. Staff are encouraged at all times to remember that it is the behaviour that is given a label, not the child.

Understanding and Dealing with Negative Behaviour

At Tug Boat, we deal with negative behaviour in an age-appropriate manner. We make sure we communicate effectively with the parents throughout the issue. Some of the effective behaviour systems we have in place are Thinking Space and Positive Behaviour Reward Chart where age appropriate, as well as constant communication and the right body language throughout.

Tug Boat is a place where all must feel welcome and involved. Behaviour that hurts others, such as that below, will not be part of our environment. We will not allow:

bullying, hitting, punching, spitting, biting, pinching, pushing, negative body gestures, name calling, racist remarks, shouting, swearing, intimidation, lack of respect for people and property, invasion of privacy.

This applies to Children, Staff, Parents and all visitors to Tug Boat.

No physical punishment or threat of corporal punishment will be used in Tug Boat.

Corporal Punishment (smacking, slapping or shaking) is illegal in schools and nurseries and should not be used. It is permissible to take necessary physical action in an emergency to prevent personal injury either to the child, other children or an adult or serious damage to property'. The Children Act 1989

Physical Intervention

If absolutely necessary, physical restraint may be used to protect a child, children or an adult from immediate physical danger or death. The adult involved shall not be seen to have given the child corporal punishment but to have acted in the interests and welfare of the child.

On any occasion where physical intervention is used to manage a child's behaviour, a written record will be created (a form for this is kept in the Compliance Manual) and the parents/carer will be informed on the same day. Any written records will be kept confidentially in the child's file in the Nursery office and an ongoing assessment of the child will be made in collaboration with parents and staff. Parents may request access to any written records, with the Nursery ensuring at all times that the rights of third parties are protected under the Data Protection legislation.

Where a child is behaving in a destructive manner, either to another child or adult, or to Nursery property or another child's property, a staff member will intervene in a calm manner to show that the action and its consequences are not acceptable. Staff will be encouraged to use diversion away from the bad behaviour toward something different and positive. It will be explained to the child that he/she would not like it if it happened to them or their toys. Then if it is appropriate the child will be asked to help the other child/children to put things back to where they were or make appropriate reparation which could include saying sorry, giving them a hug or showing us "gentle hands".

Dealing with Behavioural Problems

Where a child displays consistent behavioural problems and does not respond well to the usual forms of behavioural management, the Nursery will speak to the child's parent/carer thus working in partnership to help and support the child's needs. The child's behaviour will be monitored and recorded over time (using the Behaviour Incident Monitoring Form) a discussion will be had between the Key worker, the parents and the BECO and a Support Plan will be established and written up. This will be shared with the whole staff team to ensure consistency whilst dealing with the child.

Attention-Seeking Behaviour

If we think a child's negative behaviour stems from craving attention, we will have discussions with the parents and BECO to come up with a plan to best support the child. We believe positive praise throughout the day will eventually teach the child to express positive behaviours to seek the attention they desire. We use a document "99 ways to say Very Good" that helps the staff to be creative in their praise. This is displayed in each room as well as in the policy manuals in each room. Where it does not cause hurt or disruption to other children, the negative attention-seeking behaviour is ignored and the good behaviour is noticed. For example "Great handwashing!", "Who tidied all these toys away perfectly?" or "thank you for keeping quiet whilst I spoke to Sarah." Appreciate good behaviour whenever you can, however small and be specific.

Thinking Space

In some occasions, we will use Thinking Space with the children. This is to give them time to reflect on their negative behaviour and allow time to calm down. As some children react very differently, some children will have time to themselves and some will sit with an adult. This is dealt with on the basis of how we know the children best. Staff are reminded though that it is the behaviour that is unacceptable and not the child. If appropriate, when they are calm, the child will be asked to repair their negative behaviour with an explanation, apologies and/or hugs. The child will not leave the room for this and will continue in their own room alongside, their peers and teachers. The only circumstance in which a child can be taken out of the room is if the child's behaviour puts themselves, another child or a staff member in harm's way. We cannot compromise ratios during this time.

Consistency between Home and Nursery

It is important that the teachers and parents work well in partnership. We allow parents two timeslots a day to book in meetings with us which can include talking about their child's behaviour. The Key Person or BECO can advise and support parents and if necessary, Behaviour Support Plans are written up so there can be consistency between home and nursery. There must be effective communication for this to work. For example, with a reward chart, once a child achieves their goal, they can take their chart home and the parent can decide the reward. This shows the children that we work in partnership.

Biting

Biting is a fairly common behaviour amongst young children and is usually a temporary problem and the majority of children will learn not to bite in time. Biting is part of a normal stage of development for children who are teething and are still developing their language skills but is often very painful and frightening for the child who is bitten as well as for the child who bites. Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behaviour that is often hard to extinguish because it does achieve results: the desired toy, excitement, attention. Not all children bite out of anger or to hurt another child – young toddlers do not really understand how much pain they're causing.

We take biting seriously as we want to ensure that every child is safe whilst in our care and we provide an environment that encourages and promotes cooperative interaction, respect for others, and non-aggressive problem solving between the children. Our staff plan activities and supervise carefully in order for biting not to happen and are consistently clear, firm and calm when a child does bite.

We look intensively at the context and environment of each biting incident for pattern, in an effort to prevent further biting behaviour, we record this on a Behaviour Incident Monitoring Form We try to make every effort to extinguish the behaviour quickly and ask that parents make us aware of any incidents of biting that have occurred outside of the setting as this will enable staff to be more prepared and vigilant. If a child persists with biting, the setting will make a plan to monitor and support the child on a Behaviour Support Plan form. They will be shadowed by a member of staff who will prioritise watching and supporting the biter without interfering in their free play. Through monitoring and recording incidents we may identify particular triggers for the behaviour. Understanding why a child bites is key to beating the problem. Using this information will inform possible intervention strategies. Within this plan we will regularly meet with the parent/carer of the biter to discuss underlying reasons and common strategies to ensure consistency between the home and nursery. Where necessary, permission will be sought from the parent/carer of the child to refer concerns and involve outside agencies and professionals.

Ongoing Behavioural Issues

If the Support Plan is unsuccessful after a period of time, recommendations from other support agencies will be sought. Other support professionals include the early year's support team, child psychologist, social worker, doctor, speech and language therapists etc. The Nursery will assist and support the parents/carer and child through their interactions with additional support professionals where appropriate and necessary. See The Equal Opportunities & Special Educational Needs and Disabilities Policies.

Bullying

Bullying in any form, involving any member of the Tug Boat team, adult or child, will not be tolerated. In the unlikely event that bullying does occur, we will deal with it in a discreet and appropriate way.

Children

If bullying does occur involving a child we will deal with it first by trying to understand why this behaviour has started at such a young age. We will talk carefully to the child and use any resources that we have available, asking for advice from the Early Years support team if need be. We will always ask for a discreet meeting with the parents/carers and a joint decision with staff will be made as how best to move forward with the situation. Any child, or parent who feels their child is being bullied, will be fully supported and listened to in a prompt, efficient and open manner. We will treat all allegations of bullying very seriously and will act promptly to deal with the situation.

Staff

Allegations of bullying amongst staff will be dealt with severely. The Managers will arrange time so that all parties can put forward their side of the stories and then the situation will be dealt with. Proven bullying of any sort will lead to disciplinary action, under the staff member's employment contract.

Always remember that a positive and encouraging carer will make a confident and happy child



Equal Opportunities Policy Including Special Needs

EYFS (2014) 3.67. Providers must have arrangements in place to support children with SEN or disabilities and providers are expected to identify a SENCO.

The Little Tug Boat Day Nursery believe that all children are individuals. They have an equal right to be listened to, valued and are entitled to access nursery facilities. Nursery Practitioners ensure all children have the opportunity to develop and flourish in an environment that celebrates diversity and is fully inclusive. The Nursery is committed to ensuring that children and their families are treated fairly regardless of race, background, ability, age, religion or sexual orientation.

WE COMMIT TO:

- Promote a positive self-image in all children and respect their individuality, providing for all their individual needs.
- Ensure that equality of opportunity permeates the whole Nursery day, from planning through to delivery of everything we do.
- When delivering activities and learning within the EYFS Principles, ensure a balanced provision of images in order to promote positive examples of gender diversity, ethnic origin, culture, religion and people with disabilities.
- Include resource books, materials and equipment that are multicultural and non-sexist and that provide positive examples of all groups, including the disabled.
- Ensure that the organisation of the Nursery is sensitive to the needs of all.
- Develop a positive attitude to equal opportunity by all staff, parents, children and all who participate in Nursery life.
- Commit to being an Equal Opportunities employer.
- Challenge any inequalities that arise in practice, between the children or adults.

We are careful to work in accordance with all relevant legislation, including the following Acts of Parliament and all subsequent amending regulations:

- Disability Discrimination Act (DDA) 2005
- Children Act 1989
- Children Act 2004
- Equality Act 2010 (Equal Pay Audits) Regulations 2014

The appointed Equal Opportunities Co-ordinator (EOCO) is **Cecilia de la Orden**.

Her responsibilities include:

- Ensuring that all staff are aware of the policy and that they apply it fairly in all situations.
- Ensuring parents, students, temporary staff and visitors have access to the Equal Opportunities Policy and are actively encouraged to uphold its ethos.

The Heads of Room are responsible for ensuring that the principles of equal opportunities are promoted within the daily planning, activities and learning in each room. The owner/manager are responsible for ensuring that any incident which contravenes this policy is treated with due seriousness and is addressed effectively and sensitively.

PROCEDURE AND IMPLEMENTATION

Admissions

All applications for registration will be considered equally, regardless of race, culture, religious belief, ethnic or national origin, disability, sexual orientation or marital status. Our admissions procedure as outlined in our Admissions Policy is fair, transparent and non-judgmental. We operate a first-come, first-served waiting list and registration procedure. During the admissions process, we ensure that we collect data from parents or guardians that includes information on the child's physical needs, diet, religious beliefs, special educational needs, language needs (if English is not the child's first language) and any other information that is pertinent to the child.

Access

In accordance with the Disabilities Discrimination Act 2005 and amending provisions, and with our SEND policy, we treat all children fairly, irrespective of any physical or learning disability. We continue to monitor the Nursery's physical environment, improving access wherever needed and possible, and make 'reasonable adjustments' as necessary. In developing our curriculum and weekly planning, we take into account children with learning disabilities, make provisions where necessary and ensure that no child is treated less favourably than any other.

Learning and Teaching (Children)

Children from a very young age learn about differing abilities, races and cultures including religion and languages and they will be capable of assigning different values to them. We closely follow the guidelines on British Values and the Prevent Duty Guidance (March 2015). At The Little Tug Boat Day Nursery, all staff are aware of this and are encouraged to develop their practices to encourage children in their care to develop positive attitudes towards differences of race, culture, language, religion, gender, ability, parental attitudes and changing family patterns. We help our children to learn that everyone has a right to be heard and treated with equal respect.

In implementing our core values of non-discriminatory behaviour and attitudes we ensure:

- every child's needs are included in the planning of activities and their development is appropriately supported
- that all children have equal access to the full range of educational and development opportunities provided by the Nursery;
- that gender, ability, race or culture will not affect children's access to learning opportunities, and learning opportunities will be different to meet every child's needs;
- that we remove any forms of discrimination, either direct or indirect that may form barriers to learning or the development of any child or group of children;
- that we ensure that racism in all its forms is challenged and that food, festivals, images, activities and play opportunities reflect the diversity of the Nursery and the wider community;
- that we challenge stereotypes in providing children with diverse examples of role models, including examples of women in roles such as fire fighters, and pilots, and providing opportunities for children to play with all equipment – for example, boys with dolls and buggies, and girls with train sets and cars.

We show a respectful awareness of all major events in the lives of our children and welcome the diversity of backgrounds they have. As part of such awareness, we aim to acknowledge all festivals which are celebrated by the children/families and staff in the Nursery, encouraging participation by parents and the wider community where possible.

The staff at The Little Tug Boat Day Nursery encourage and promote every child:

- to feel valued and good about themselves;
- to ensure that all children are included at every opportunity and appropriate moment;
- to enable children to share their experience with each other and with staff;
- to provide activities to help children appreciate and value each other's similarities and differences.

Partnership with Parents

An important part of life at the Nursery is the relationship between the parents/ carers and our staff. Communication with parents is vital in ensuring the ongoing wellbeing of the children and as such, all of our reports, feedback mechanisms and communication is accessible and appropriate, in order to ensure that all parents have the opportunity to participate in the dialogue. Working in partnership with them in order to meet the individual needs of children with additional developmental needs is essential and this supports the child's best interests.

We take account of national and religious holidays when holding meetings for parents, ensuring that members of all religious and cultural groups are not disadvantaged and are able to attend. We will work in partnership with parents and the community to address specific incidents should they arise and to develop positive attitudes to difference.

Staff

The Little Tug Boat Day Nursery is an equal opportunities employer. As outlined in our Recruitment policy, we adhere to recruitment and selection procedures that are fair, equal and in line with statutory obligations, and will always appoint the most suitable candidate using our best judgement for a post irrespective of race, sex, sexual orientation, marital status, age or disability.

An equal opportunities approach is practiced and shared amongst all the staff at the Nursery, ensuring that everyone is treated with mutual respect and kindness. Guidelines such as these

provide for a clear understanding of appropriate and acceptable behaviour, attitudes and ethos and thereby discourage inappropriate behaviour. Our policy recognises and celebrates difference so bringing understanding, confidence and respect to our Nursery setting. This positive behaviour and attitude creates a successful, safe and happy working environment for both children and staff.

All members of staff have equal access to training and development resources, time and courses. The skills of all staff are recognised and valued, and all members of staff are given status and support and are encouraged to share their knowledge. We are respectful of cultural, religious and other factors when determining the times and venues of staff meetings, staff training and group development.

Special Educational Needs and Disabilities

The appointed Special Educational Needs and Disabilities Coordinator (SENDCO) is **Bria Barnes**. The role of the SENDCO is as follows:

- To work in partnership with the parents/ carers
- To liaise and advise with other practitioners/ key workers
- To coordinate provisions for the children with special educational needs
- To oversee the records of children of children with special educational needs
- To ensure the preparation, implementation and review of Targeted Plans
- To lead the graduated approach of "Assess, Plan, Do, Review" (Code of Practice 2014:75)
- To attend ongoing training
- To liaise with external agencies

We are aware that all children have individual needs and some children may have specific educational needs over and above the average. We believe there is a balance needed to ensure the best care for every child so we have a special educational needs and disabilities policy designed to reflect that philosophy.

All staff will be made aware of the children with special educational needs or disabilities in order to provide additional or differentiated support for each child's individual needs. Training will also be made available if management feels it is required.

The term Special Educational Needs has a legal definition:

"A child or young person with SEN if they have a learning difficulty or disability which calls for special educational provision to be made; has a significantly greater difficulty in learning than the majority of the others of the same age; and /or has disability which prevents or hinders him or her from making use of facilities of a kind generally provided for others of the same age" (Code of Practice, 2014:5).

LOCAL OFFER

We make use of the Local Offer of Hammersmith and Fulham.

<http://search3.openobjects.com/kb5/lbhf/localoffer/home.page>

Any children, young people or families who require information about services available in their local area regarding Special Educational Needs can view the local authority's Local Offer website to gain advice and support.

REVIEWING INCLUSIVE PRACTISE

We review, monitor and evaluate the effectiveness of practice through daily evaluations in our planning, through regular staff meeting discussions and through audits on our provision.

Any changes in legislations and improvements are identified and integrated into our policies and procedures.

COMPLAINTS

If there are any complaints about our provision for children with special educational needs or about an equal opportunities issue these should be addressed to the EOCO or the SENDCO. The Complaints procedures as outlined in our policy will be followed. If the issues cannot be resolved then advice can be sought by the Nursery Manager or from OFSTED.



Outings and off-site visits policy

EYFS (2017) 3.65 – 3.66: Children must be kept safe while on outings. Providers must assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment must include consideration of adult to child ratios. The risk assessment does not necessarily need to be in writing; this is for providers to judge. Vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured.

We believe that well planned and executed visits provide our children with valuable experiences which enhance their learning at nursery. Providing a variety of 'real-life' opportunities for our children enables them to achieve a fuller understanding of the world around them through direct experience. Off-site visits can provide stimulus and support to work being covered as part of the pre-school curriculum. Visits can also provide challenge and allow the children to gain new experiences.

Guidelines

The organisation of an off-site visit is crucial to its success. With rigorous organisation and control, a visit should provide a rich, learning experience for the children.

The following guidelines support the planning and implementation of visits organised at The Little Tug Boat.

Outing Ratios

As general guidelines, the ratio of adults to children set out in the EYFS statutory guidance will be followed. Regardless of these suggested ratios, each visit will be assessed individually through our risk assessment procedure for off-site visits. Where deemed appropriate in the best interests of the children's safety and well-being, the Manager will exceed the ratios set out in the EYFS guidance.

- 3 – 4 year olds 1 staff member to 6 children
- 2 – 3 year olds 1 staff member to 4 children
- 3m – 2 year olds 1 staff member to 3 children
- In all cases there must be 1 additional person for emergencies & road safety
- Parent chaperones may be used, and if this is the case then, parents of other children attending the outing will need to sign a consent form allowing their child to be supervised by another parent
- Students cannot be counted in ratios
- The Manager and/or Deputy will always accompany bigger "non-local" outings

Manager Responsibilities

The Manager will ensure that:

- i) The Tug Boat Crew accompanying the visit is suitably prepared and qualified
 - they appoint a suitable Group Leader on **every** outing
 - each visit is organised and managed by the Group Leader
 - the Group Leader has experience in supervising and controlling the age groups going on the visit and will organise the group effectively
 - the Group Leader has relevant skills, qualifications and experience if acting as an instructor, and knows the location of the activity;
 - a risk assessment is completed by the Group Leader, agreed by the Manager and that it is safe to make the visit
 - arrangements have been made for any medical needs, special educational needs and dietary needs of all the children
 - the outings bag has been checked for first aid and up to date contact details of all parents
 - any training needs have been identified and met
- ii) Parents have been appropriately informed and given consent for their child to attend

- parents have signed consent forms to go on the outing, and for their child to be accompanied by another parent chaperone (if appropriate)
 - full details of the outing, including travel times have been communicated
- iii) Appropriate travel arrangements have been made
- the mode of travel is appropriate and safe
 - travel times out and back are known;
 - there is adequate and relevant insurance cover
 - if using a motor vehicle, that the vehicle complies with legal seatbelt requirements
 - if using a motor vehicle, the driver is DBS checked

Group Leader

The Group Leader is responsible overall for the supervision and conduct of the visit. They should:

- appoint a deputy;
- be able to control and lead children of the relevant age range;
- carry the nursery mobile and one mobile of the appointed group leader;
- be suitably qualified if instructing an activity and be conversant in the good practice for that activity if not;
- undertake and complete the planning and preparation of the visit including the briefing of staff and parents;
- undertake and complete a comprehensive risk assessment;
- have regard to the health and safety of the group at all times;
- know all the children proposed for the visit to assess their suitability;
- observe the guidance set out for staff and other adults below;
- ensure that older children understand their responsibilities (see responsibilities of children below)
- ensure all staff on the trip are aware of procedures regarding missing children
- complete an 'Outings Check List'
- show the Manager the risk assessment and checklist for final confirmation

Other staff and adults involved in a visit

Staff and other adults on the visit must:

- prioritise the health and safety of everyone in the group;
- care for each individual pupil as any reasonable parent would;
- follow the instructions of the leader and help with control and discipline.
- consider stopping the visit or the activity if they think the risk to the health or safety of the children in their charge is unacceptable
- stay with the group and not take children away from the group at ANY POINT. Failure to comply will result in disciplinary action

Parent Chaperones

- parents are able to join on school trips
- parents are not counted in ratio
- parents do not need a DBS check unless they are used in ratio or are left unattended with children
- parents must not be left unattended with children
- parents may only use their mobiles if discussed with the trip/outings leader. Parents must not under any circumstances use their mobiles to record images or videos of the children, including their own, while on a school trip.

Responsibilities of children

The Group Leader should make it clear to children that they must:

- not take unnecessary risks;
- follow the instructions of the leader and other adults;
- behave sensibly and responsibly;
- look out for anything that might hurt or threaten anyone in the group and tell the Group Leader about it;

Any children whose behaviour may be considered to be a danger to themselves or to the group may be stopped from going on the visit.

Parents

The Group Leader will ensure that parents are given information about the purpose and details of the visit and are invited to any briefing sessions for longer visits.

The Group Leader should also tell parents how they can help prepare their child for the visit by, for example, reinforcing the visit code of conduct. Special arrangements may be necessary for parents for whom English is a second language

Parents must:

- provide the Group Leader with emergency contact number(s);
- sign the consent form to allow their child to participate in the outing and also for another parent to chaperone their child in the correct child to adult ratio
- give the Group Leader relevant information about their child's health which might be relevant to the visit.

Any parents attending the visit or helping to chaperone will be briefed by the Group Leader of which children they are walking/ travelling with but is in no way responsible for the children overall. They must listen to instructions regarding how to keep the children safe and conduct required during the visit.

Planning off-site visits

Whether the visit is to a local park, museum or includes a journey, it is essential that careful planning takes place. This involves considering the dangers and difficulties which may arise and making plans to avoid them.

The Manager is responsible for planning all off-site visits. In practice, the detailed planning is delegated to the Group Leader, but the Manager must be satisfied that the person planning the visit is qualified to do so and has the necessary experience. The Group Leader must agree all plans with the Manager.

Risk Assessment

A risk assessment will always be carried out before setting off on a visit. The risk assessment will decide the adult: child ratio for each visit. The risk assessment should also include the following considerations:

- what are the risks?
- who is affected by them?
- what safety measures need to be in place to reduce risks to an acceptable level?
- can the Group Leader guarantee that these safety measures will be provided?
- what steps will be taken in an emergency?
- what is the acceptable ratio of adults to children for this visit?

The Group Leader and other supervisors will continually reassess the risks throughout the visit and take appropriate action if children are in danger.

The Group Leader should take the following factors into consideration when assessing the risks:

- the type of activity and the level at which it is being undertaken;
- the location;
- the competence, experience and qualifications of supervisory staff;
- the children's ages, understanding, health and temperament;
- children with special educational or medical needs;
- the quality and suitability of any equipment;
- seasonal conditions, weather and timing.

Exploratory visit

Wherever possible the Group Leader will undertake an exploratory visit to:

- ensure that the venue is suitable to meet the aims and objectives of the visit;
- assess potential areas and levels of risk;
- ensure that the venue can cater for the needs of the staff and children in the group;
- ensure that the Group Leader is familiar with the area before taking a party of children.

If it is not feasible to carry out an exploratory visit, a minimum measure should be to contact the venue, seeking assurances about the venue's appropriateness for the visiting group.

First Aid

First Aid provision will be considered when assessing the risks of the visit. For all visits, we will have at least one trained first-aider in the group. The Group Leader should have a working knowledge of first aid and all adults in the group should know how to contact emergency services.

The minimum first-aid provision is:

- a suitably stocked first-aid box;
- any medication placed in a bag and worn by the first aider;
- a person appointed to be in charge of first-aid arrangements.

Supervision

It is important to have a sufficient ratio of adult supervisors to children for any off-site visit. The factors to take into consideration include:

- age and ability of group;
- special needs children;
- nature of activities;
- experience of adults in off -site supervision;
- duration and nature of the journey;
- competence of staff, both general and on specific activities.

There should always be enough supervisors to cope effectively with an emergency.

As general guidelines, the ratio of adults to children set out in the EYFS statutory guidance will be followed. Regardless of these suggested ratios, each visit will be assessed individually through our risk assessment procedure for off-site visits.

All adult supervisors must understand their roles and responsibilities at all times. In particular, all supervisors should be aware of any children who may require closer supervision, such as those with special needs or those with behavioural difficulties. The Group Leader retains overall responsibility for the group at all times.

For the protection of both adults and children, all adult supervisors should ensure that they are not alone in a one to one situation with a pupil.

Whatever the length and nature of the visit, regular head counting of children should take place. The Group Leader should establish rendezvous points and tell children what to do if they become separated from the party.

Preparing Children

Providing information and guidance to children is an important part of preparing for a visit. Children should have a clear understanding about what is expected of them and what the visit will entail. Children must understand what standard of behaviour is expected of them and why rules must be followed. Children should also be told about any potential dangers and how they should act to ensure their own and other's safety.

Transport and children

Tug Boat has no vehicle available for carrying, collecting or delivering the children but will at times use an outsourced minibus company, who provide a fully insured and DBS checked driver and vehicle appropriate for transporting children.

Children using transport on a visit will be made aware of basic safety rules including:

- do not rush towards the transport when it arrives;
- wear your seatbelt and stay seated while travelling on transport;
- never attempt to get on or off the moving transport;
- never throw things out of the transport vehicle's windows;
- never run about while transport is moving or pass someone on steps or stairs;
- never kneel or stand on seats or otherwise impede the driver's vision
- never distract or disturb the driver;
- stay clear of automatic doors / manual doors after boarding or leaving the transport;
- after leaving the vehicle, always wait for it to move off before crossing the road;
- if you have to cross roads to get to the transport always use the Green Cross Code
- if you feel unwell while travelling, tell a member of staff.

Children with special educational and medical needs

We will not exclude children with special educational or medical needs from school visits. Every effort will be made to accommodate them whilst maintaining the safety of everyone on the visit. Special attention will be given to appropriate supervision ratios and additional safety measures may need to be addressed at the planning stage.

Communicating with Parents / Guardians

Parents need to be aware that the staff on the visit will be acting in their place – ‘in loco parentis’ – and will be exercising the same care that a prudent parent would. The following information on matters that might affect children’s health and safety is useful to parents, and will be included in letters to parents / guardians prior to a visit:

- dates of the visit
- times of departure and return
- mode(s) of travel including the name of any travel company
- names of leader, or other staff and of other accompanying adults
- visit’s objectives
- details of the activities planned and of how the assessed risks will be managed
- insurance taken out for the group as a whole in respect of, accident, cancellation and medical cover. Any cover to be arranged by the parents, if appropriate, will be requested
- clothing and equipment to be taken
- money to be taken
- the information to be given by parents and what they will be asked to consent to

Parental consent

The Little Tug Boat will seek general consent from parents for local visits lasting a half day or less. This consent will be sought when the child starts nursery.

Specific consent will be sought for all day visits and visits involving transport. If parents prefer for their child not to attend an outing, every effort will be made to accommodate the child at Nursery instead. However, if this is not possible, then parents will need to make alternative arrangements for childcare and no refund on fees will be provided.

Swimming

Swimming and paddling in the sea or other waters are potentially dangerous activities.

Swimming in the sea on a coastal visit will **not** be allowed for The Little Tug Boat children. Paddling will only be allowed as part of a supervised activity, preferably in recognised bathing areas which have official surveillance. One teacher should always stay out of the water for better surveillance.

Farm visits

Tug Boat recognise that farms can be dangerous even for the people who work on them. Taking children to a farm will be very carefully planned, and the risks to be assessed will include those arising from the misuse of farm machinery and the hazards associated with E coli 0157 food poisoning and other infections.

The proposed farm will be checked to ensure that it is well managed; that it has a good reputation for safety standards and animal welfare; and that it maintains good washing facilities and clean grounds and public areas. An exploratory visit should be carried out.

The basic rules for a farm visit will be:

We will never let children:

- place their faces against the animals or their hands in their mouths after feeding them
- eat until they have washed their hands
- sample any animal foodstuffs
- drink from farm taps (other than in designated public facilities);
- ride on tractors or other machines without appropriate supervision
- play in the farm area

Risk assessment forms to be used are kept in the office and completed forms will be kept on record for 6 months



Emergency and Fire Evacuation Plan

At Tug Boat Nursery, we consider the safety and wellbeing of all children and adults a priority. This emergency and fire evacuation plan has been put in place should a situation occur. The priority is always to notify emergency services as soon as practicable to manage the situation.

All staff members are trained in how to use fire safety equipment and risk assessments will be carried out to identify and minimize potential risks.

The responsible person is **Amy Shah**, whose responsibilities are to:

- Organise a professional to carry out a fire risk assessment bi-annually, or in line with any significant changes to the building or equipment
- Tell staff or their representatives about the fire risks they identified
- Put in place, maintain, appropriate fire safety measures
- Provide staff with information, fire safety training.

The appointed **Fire Safety Officer is Rachel Hammond** whose responsibilities are to:

- Ensure all staff members and students are aware of the evacuation procedure and assembly point, and are shown where the firefighting equipment is kept and understand how to use it.
- Maintain the following testing protocol and records:

Fire alarm tests

- Ensure that the alarms are tested on a weekly basis, using different alarm points each time
- Record these details in the fire log book ensuring all staff are aware when testing is taking place.
- If the alarm is found to be faulty then this must be reported immediately to the contracted company responsible for the maintenance of the system (ACE on 0208 874 8966)
- Conduct a full emergency evacuation drill every 3 months

Emergency lighting test

- Ensure the lights are checked visibly every week to see that the red/green indicator light is lit and the light is not damaged
- Conduct a full test monthly where lights are turned off to ensure the emergency lights illuminate; every 6 months leave lights on for an hour to check luminaries are still on
- Ensure batteries are replaced every four years or as necessary

Emergency routes/exits and fire doors

- Routes and exits are checked daily on each rooms daily risk assessments to ensure they are free from obstruction, easily accessible and are clearly identifiable
- On weekly tests, the fire doors must be checked to ensure they are in working order and are in good condition

Firefighting equipment

- Check that fire extinguishers are in the correct position on wall brackets and along escape routes. Ensure they have not been tampered with or discharged.
- Ensure that these are serviced annually by the relevant contracted company (Battersea Fire on 0207 228 6838)
- Ensure fire blanket is stored correctly and is easily accessible

Disaster management plan

- In the event of a disaster occurring, Tug Boat's main priority is to ensure the ongoing safety of the staff and children.
- The plan will always be to remain in the building unless it is unsafe. At that point, the Manager, or most senior member of staff will make the decision to evacuate and decide where to vacate to in order to remain safe.
- The Manager has emergency contact details for every parent on their mobile phones, and Room has every parent's emergency contact details in their outings bag. Once safely evacuated, we will endeavour to contact the parents to inform them of our location.

- Staff and students shall not be expected to place themselves in danger by combating the emergency themselves and will co-operate with emergency services (i.e., police, fire services, ambulances etc.) that are legally responsible for managing the emergency.
- The Manager or most senior member of staff is responsible for coordination, control and communication when responding to an emergency.

In the event of an emergency situation in the locality of the Nursery eg. a terrorist attack, the following procedure must be followed:

- The plan will always be to remain in the building unless it is unsafe. At that point, the Manager, or most senior member of staff will make the decision to evacuate and decide where to vacate to in order to remain safe.
- The children should be moved away from classrooms at the front of the house, and if safe to do so, should calmly be taken to the Captains room.
- All classroom blinds and shutters should be closed
- The emergency services should be called as soon as possible and told that we are a children's nursery. Dial 999. The instructions of the emergency services will be followed to ensure the security and safety of all children and adults
- The Manager has emergency contact details for every parent on their mobile phones, and each Room has every parent's emergency contact details in their outings bag. Once safe, we will endeavour to contact all parents.

In the event of a fire, the following procedure must be followed:

- Once the alarm sounds, all adults are to calmly guide the children to a place of safety as outlined below, ensuring all areas of the Nursery are checked for children. The Room and Staff register **must** be taken with you.

When the alarm sounds, the priority is to evacuate the building as calmly and quickly as possible and call 999. Do not attempt to put out the fire.

Every adult and child is to exit out of the front door of the property if safe to do so. Everyone is to congregate in the front garden of the Nursery and then proceed to the gated car park next to number 2 Finlay Street if needed.

Should the Nursery be inaccessible for more than 30 minutes, the children may be walked to Fulham Football Club café at the end of Finlay Street. This facility is indoors, and has refreshments and toilets

In the event that exit via the front door is not possible, then the following contingency plan should be followed:-

- First Mates should evacuate the building through the windows to the front of the building
- Captains should exit the building by the back door and in to the garden. They should congregate at the far end of the garden by the buggy shed
- Admirals should stay in the room and keep the fire door closed, call 999 and block doors with wet towels

If at all avoidable, children must not be separated from their Room and taken through a different emergency exit by either the Management or Chef who may be helping in the evacuation.

Registers must be checked once at the safety meeting point and if the Captains are in the back garden, the head of room or most senior person must call the fire marshall from the mobile phone in the evacuation bag.

If it is safe to do so, the chef must aid the other staff members in the rooms to evacuate.

Once Fire Services have been called and all persons are safely accounted for, the parents will be notified.