

little tug boat nursery

KEY POLICIES 2026



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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 GDPR 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 GDPR 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 has CCTV for the safeguarding of our children and staff. CCTV footage is a live feed and is not stored.

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.

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:

Rachel Hammond Nursery Manager and Data Protection Officer
The Little Tug Boat Day Nursery
manager@littletugboatnursery.co.uk
0207 731 6648



Admissions Policy

Applications

Application forms are available in our brochure and on our website. We provide information on fees and funding as well as details on how we offer any funding families are eligible for.

All applications will be considered fairly and equally without prejudice. If there are any additional considerations, such as disabilities, we will carry out an additional review of their individual circumstances and requirements and then assess our ability at the Nursery to meet those needs, as required by the Disability Discrimination Act (DDA) 2005 and Equality Act 2010.

This is necessary to fulfil our prime objective, a standard of care that ensures the welfare of all children, all the time.

We operate a first-come, first-served waiting list and registration process. Other matters which are taken into account in deciding which child can be offered a place in the Nursery are:

- Availability of spaces taking into account the staff/child ratios, the age of the child and the registration requirements.
- When the application is received (extra weight is given to those who have been on the waiting list longest).
- Our ability to provide the facilities for the welfare of the child.
- A child wanting a full time place will usually have preference over one requiring part time only.
- The effect on the existing children and staff of the admission of that child.
- Those children who are siblings of those already with us, or where there is proven existing connection.
- Any extenuating circumstances affecting the child's welfare or his/her family.
- Support will be on hand to help parents or carers complete any forms that need filling out. If language is a barrier, Tug Boat will have all forms translated. The Nursery will pay any costs incurred for this service.
- Notification of fees will have been sent to the parents at the first point of communication but will also be available on request.
- The Nursery offers a limited number of funded places and these are subject to availability

Procedure for Accepting a place

Once a place becomes available the parents or carer will be invited to view the Nursery. They will be offered a place and once they have accepted this, they will be sent a written confirmation of the offer via email. This will include next steps, the Nursery's Welcome Pack, key policies and procedures and fee information.

Settling in policy

The parents/carers will be invited to bring their child in to Tug Boat for a few sessions before they are due to start.

We will 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. During their first meeting, the child's routine and needs will be discussed and relevant forms completed, including an All About Me form, information relating to special, dietary requirements and/ or medication requirements and contact details and photographs of any persons authorised to collect their child from Nursery.

The parents are required to stay at the nursery with their child for the first settling in session to be available for any comfort the child needs while meeting the practitioners and other children. On the second session, parents are welcome to stay but are encouraged to leave their child with us for an hour if the child seems comfortable. They will be provided with the contact details of the nursery and be made to feel comfortable in leaving their child. If any further sessions are required, these will be planned with Nursery management.

Parent partnership is essential in settling in at Nursery and we encourage parents to share any considerations, expectations or concerns with us to ensure a collaborative approach.



Complaints Procedure

EYFS (2025) 3.98-3.99 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 how they are fulfilling the EYFS requirements and notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint. Providers must make a record of complaints available to Ofsted on request. Providers must make available to parents and/or carers the details about how to contact Ofsted, if they believe the provider is not meeting the EYFS requirements

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, **Rachel Hammond (manager@littletugboatnursery.co.uk)**

If any parent/ carer/ member of staff should have a cause for complaint that they wish to escalate, they should contact the Area Director of the Nursery, **Cindy Knight (cindy@learnwellnurseries.co.uk)**

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:

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 (2025) 2.3: Practitioners should keep parents and/or carers up to date with their child's progress and development. Practitioners should address any learning and development needs in partnership with parents and/or carers, and any relevant professionals.

At The Little Tug Boat Day Nursery, we believe that an open access policy is the best way of encouraging participation and involvement 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. Parents are children's first and most important educators who hold a wealth of knowledge about their child's individual learning needs, and to support this, 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. We provide regular feedback to the parent/carer on the progress of each child through conversations from staff who are caring for the child on a daily basis, as well as more formal reports from the key person. We arrange formal telephone or face to face meetings throughout the year and have a telephone line available for parents to contact their children's practitioners.

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 sessions in the rooms and have meetings with the parents to gain insight into their child's character and needs and ensure a shared vision of expectations. We share "What to expect When" with parents and offer information on the way the EYFS is being delivered, what activities we set out and how each child's needs are accommodated.

We share an initial assessment with parents once the child has settled into Nursery, usually around 6-8 week after starting. Next steps in learning are then shared, and parents are kept informed of the planned learning intentions through verbal feedback and are encouraged to become involved in their children's learning experiences. Achievements are shared via Tapestry and each parent will have access to their child's Tapestry account which provides snapshots of their child's experiences at Nursery.

In addition, we use emails to share weekly email updates and well as ad hoc information relating to learning and development and all aspects of their child's time at Nursery as well as how parents can extend on learning at home.

Assessments on children's learning and development stages are completed again when they transition to the next class as well as when they turn 2 years old and finally when they leave the Nursery. These are shared with parents and parents are invited to meet with the key persons to discuss and input into the assessments.

We strongly encourage parents to share any feedback received from Health Visitors, medical professionals or other professionals (e.g. speech therapist) to ensure we provide the best, complete support for their children.

We expect communication between the Nursery and parents to be mutually respectful and professional. We therefore expect parents/carers to maintain this and communicate their needs or concerns with respect and courtesy. Any unacceptable communication will be brought to the Managers attention and may be escalated to the Area Director, **Cindy Knight**.

Personal Records

Confidential files on each child are kept in the Nursery office. These include details of the child's home address, contact numbers, 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 and discuss the Nursery's policies and procedures at any time. They are shared with parents frequently, including as part of the Nursery's Welcome Pack. These are in compliance with the EYFS, which governs the way in which we work. These documents are available both in soft and hard copy, and can be made for parents on request.



Health and Safety Policy

In compliance with the Health and Safety at Work Act 1974

EYFS (2025) 3.79: 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, including fire safety and hygiene requirements

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. The Nursery take its responsibilities under the Act around the health, safety and welfare of all employees extremely seriously.

In order to fulfil our duties, the Nursery Owners and Management ensure they

- are available and engaged with staff, children and visitors on all matters relating to Health and Safety
- role model compliance to safety measures themselves and address any concerns or issues immediately
- carry out their responsibilities set out in this policy
- ensure that all staff are appropriately trained, briefed and informed of Health and Safety matters, so that risks and control measures are understood and implemented
- Ensure the highest standards of cleanliness
- Make sure risk assessments are carried out on a daily basis or as needed, with actions being followed up on promptly
- 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.

The Nursery's Health and Safety Officer is Katherine Rowan

Specific areas:

<u>Gas & Electricity:</u>	Adam Smith	<u>First Aid:</u>	Katherine Rowan
<u>Fire:</u>	Katherine Rowan	<u>COSHH:</u>	Katherine Rowan
<u>Maintenance:</u>	Rachel Hammond	<u>Activities:</u>	Katherine Rowan
<u>Garden:</u>	Room Leaders	<u>Daily room checks:</u>	Katherine Rowan
<u>Outings:</u>	Rachel Hammond	<u>Daily premises check:</u>	Katherine Rowan
<u>Kitchen:</u>	Nursery Chef		

All staff, students, visitors and volunteers are required to:

- fully co-operate with Managers on all health and safety matters put in place and work in accordance with health and safety training provided at their induction
- not interfere with anything provided to safeguard their health and safety, or that of others
- 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 a Manager promptly and without delay

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. When a visitor arrives their identity will be checked, their details are recorded in the visitor's register and 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.

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.

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.

Accidents, First Aid and Ill Health

As described in our Accident policy, 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. Accidents or incidents which occur outside of nursery 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 **Katherine Rowan**. There are first aid boxes in each room with the children, in the outings 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. **Amy Shah** 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. **Katherine Rowan** 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 (2025) 3.92-3.95: Providers must maintain records, obtain and share relevant information (with parents and carers, other professionals working with the child, the police, social services and Ofsted as appropriate). This is to ensure their setting is safe and efficiently managed, and the needs of all children are met. Providers must enable a regular two-way flow of information with parents and/or carers (and between other 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 (these may be kept securely off the premises). 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 Legislation 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 Data Protection Act. Records relating to individual children must be retained for a reasonable period of time after they have left the provision.

Appointed Persons

The EYFS requires that the facility has an appointed registered individual who has overall responsibility for The Little Tug Boat Day Nursery. The Nominated Person for the Little Tug Boat Nursery who has been approved by the appropriate authorities is **Ms Amy Shah**. This person has been assessed as competent and capable of ensuring that Tug Boat complies with all aspects of the EYFS. Nursery Manager in charge is **Rachel Hammond** and the Deputy Manager is **Katherine Rowan**. They are supported by the Area Director, **Cindy Knight**.

The Ofsted Setting Reference is EY489210

The EYFS requires that the Manager, **Rachel Hammond** makes suitable arrangements to see that all staff, students and volunteers who are involved with the provision of care at The Little Tug Boat meet the required standards and qualifications and are not disqualified from working in a childcare environment. The welfare requirements are to ensure the learning and development of the children, safeguarding and promotion of children's welfare, suitable people, premises, environment and equipment, organisation and documentation. The way that this is done at Tug Boat is illustrated throughout the policies in the compliance manual.

Setting Arrangements

Tug Boat is divided into 3 classes based on single and mixed aged groups. We have up to 9 children in the Under 2 years group (approx. 3 months to 2 years), 13 children in the Toddlers (approx. 18months to 3 years) room and 16 children in the Preschool room (approx. 30months and over).

Each of the single and mixed aged groups has a person who is responsible for the overall welfare of the children in that group. When they are not in attendance they are responsible in conjunction with the management for ensuring a deputy is appointed to act in their place.

The Children Act and the EYFS lays down minimum staff: child ratio, which we comply with at all times. Children are usually within sight and hearing of the staff and always within sight or hearing.

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 **data protection law, the General Data Protection Regulation (GDPR)** which came 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 Rachel Hammond.**

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.

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.
- Concerns relating to children or staff, which are deemed to be low level, will be kept be confidentially recorded and filed 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:

- Concerns relating to the safeguarding of children
- 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, **Rachel Hammond** 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.



Health and Medication Policy

EYFS (2025) 3.58 – 3.61: Providers must promote the good health, including the oral health, of the children they look after. They must have a procedure, which must be discussed with parents and/or carers, for taking appropriate action if children are ill or infectious. This procedure must also cover the necessary steps to prevent the spread of infection. Providers must have and implement a policy, and procedures, for administering medicines to children. It must include systems for obtaining information about a child's needs for medicines, and for keeping this information up to date. Staff must have training if the administration of medicine requires medical or technical knowledge. Prescription medicines must not be administered unless they have been prescribed for a child by a doctor, dentist, nurse, or pharmacist. 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 the medicine has been taken, or as soon as reasonably practicable.

Health and well-being are a central part of the Nursery's values and, are promoted within the setting on a daily basis through self-care, healthy eating and physical development.

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.

Parental responsibility

Parents play a vital role in maintaining a healthy nursery environment. To prevent the spread of illness to other children, staff and other families, we require that:-

- Children who are unwell are **not** brought into the Nursery, especially if they have symptoms of contagious conditions such as vomiting, diarrhoea, fevers, unexplained rashes, persistent coughs or other signs of infections.
- If a child becomes unwell during the day, that parents collect their child promptly once contacted
- Parents inform Nursery of any diagnosis that may require notification to other parents, staff or Public Health, such as, chickenpox or scarlet fever.
- Parents keep Nursery informed of any medical needs in writing to the Nursery Manager

We have a collective responsibility for the health and well-being of the children and team. Therefore children who are unwell or have been unwell, should return to Nursery when they are fully well to participate in all activities and be cared for within the Nursery's child: adult ratios.

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. In line with PHE guidance, this must be at least **48 hours from the last bout**.

Temperatures and fevers

Children that present with a raised temperature (38C or over) will be required to be collected from Nursery.

Children are allowed to return to Nursery when they no longer have a temperature, which is not being controlled by medication, e.g. paracetamol.

Children need to be fit and well enough to return to Nursery and be able to participate in the Nursery routine.

Communicable diseases

We follow the guidance set out by Public Health England 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.

For specific diseases and illnesses, the Nursery will follow guidance from the guidance set out in "Health protection in children and young people settings, including education" to recommend any further exclusion periods.

Oral health

We recognise the importance of promoting good oral health habits from the earliest age. Teachers support children's understanding of good oral health in a number of different play-based ways. This includes role-playing with dolls and soft toys, reading stories, talking about healthy food and drinks that help grow strong teeth, and those that do not. Where possible, the Nursery also provides parents and carers knowledge and practical advice to support oral health at home.

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 Little Tug Boat Nursery. 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.

On receipt of medication

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 Nursery 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.

Any child given medicine must take the first dose at home and can attend Nursery if there is no adverse reaction. It is the Nursery's view that if a child is needing prescribed medication, that they may not be well enough to attend Nursery, and so we ask again that parents only bring their child into Nursery when they are fit and well enough to attend and be cared for within the Nursery's child: adult ratios.

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 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 Management or Room Leader 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 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 last dose given	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.

The Nursery Manager and Deputy Manager, are responsible for ensuring that medicines are correctly stored, administered, recorded. Any unused or expired medication will be handed back to the parent to be disposed of.

Parents will be asked when 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.

Refusal of medication

If a child is refusing medicine, we will not force the child to take it. The Nursery Manager will inform parents and record this on the medication record. Parents are then advised to seek medical advice if necessary.

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 locked 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 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.
3. 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. We will also accept teething gels that are in the original packaging that state the dosage and

suitability 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.

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 antibiotic eye drops and the same consent and recording procedures will apply. Only the Manager, or Deputy/Head of Room in their absence, may administer the drops and the correct hygiene procedures must be followed.

The only other non-prescribed medicine we will administer is Calpol which we follow the procedure below.

1. The Nursery will have Calpol available for **emergencies** only – this will not be administered to a child who is a bit 'under the weather' or 'has a little bit of a temperature'.
2. If child reaches a temperature of 37° to 37.9° (normal being 36.3° to 37°) 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 38°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. 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.

ACCIDENTS

We have a policy and procedure detailing how we deal with any accidents which occur at Little Tug Boat Nursery. 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.

OFSTED will be informed if more than two cases of food poisoning affecting two or more children looked after on the premises occur.

We will contact Public Health England to report any diseases or illnesses that staff or children have contracted that are



Accident Policy and Recording Procedure

EYFS (2025) 3.77- 3.78: Providers must ensure a first aid box with appropriate items for use on children is always accessible. Providers must keep a written record of accidents or injuries and first aid treatment. Providers must inform parents and/or carers of any accident or injury sustained by the child on the same day as, or as soon as reasonably practicable after, and 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. This must be done as soon as is reasonably practicable, but in any event, within 14 days of the incident occurring. A registered provider who, without reasonable excuse, does not meet 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 The Little Tug Boat Nursery 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 Nursery 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 Manager, most senior member of staff or appointed First Aider **must be told as soon as possible**
- If the accident is considered serious by the senior member of staff and the Appointed First Aider they will call 999.
- 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 on each floor as well as in the kitchen, and the contents of these are checked at least every 6 months. All staff are provided with annual Paediatric First Aid training 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.

Appointed First Aiders at The Little Tug Boat are Management, Rachel Hammond and Katherine Rowan

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

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 on 999

High temperature:

- If the child's temperature goes over 38 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
- 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 Nursery, 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.
- The manager or most senior member will inform the parents either via call or email
- 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.

Choking:

In the event of a child choking:

- First aid will be applied:
 - 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)
 - Conduct CPR if necessary
 - Call an ambulance
- The Manager or most senior member of staff and appointed First-Aider are informed immediately.
- The Manager or most senior member will inform the parents either via call or email

Accident Recording Procedure

In line with our statutory responsibilities, the incident and/ or accident 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. This information will be kept on the child's Nursery file for 7 years. Parents will also be given a notice of symptoms to watch out for on the "Notice of bump to head" (see below).

This will be signed **by the Manager as soon as possible and the parents/guardians** when they collect their child and The form is then brought back to the Office and the Managers will include it in their monthly risk assessments. Parents may also be given a notice of symptoms to watch out for either via email or on the "Notice of bump to head" (see below).

A copy of the form can be made available for parents to take home if required.

The accident record folder is **kept in the office**. The accident book for serious injuries for adults is also kept in the Manager's office.

Accidents which occur outside of nursery which seem noteworthy will be documented on our 'Out of Nursery accident' form. This is noted on 'Out of nursery accident' record which are risk assessed and complies with safeguarding good practice.



Child Protection Policy

EYFS (2025) 3.4- 3.10: In every setting, a practitioner must be designated to take lead responsibility for safeguarding children. The lead practitioner is responsible for liaison with local statutory children's services agencies, and with the LSP (Local Safeguarding Partners). All practitioners must be alert to any issues of concern in the child's life at home or elsewhere. Providers must have and implement policies and procedures to keep children safe and meet EYFS requirements. Policies and procedures should be in line with the guidance and procedures of the relevant LSP. If providers have concerns about children's safety or welfare, they must immediately notify their local authority children's social care team, in line with local reporting procedures, and, in emergencies, the police. Providers must also take into account the government's statutory guidance 'Working Together to Safeguard Children' and 'Prevent duty guidance for England and Wales'. All schools are required to have regard to the government's statutory guidance 'Keeping Children Safe in Education', and other childcare providers may also find it helpful to read this guidance. Providers must inform Ofsted of any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises and of the action they have taken in response to the allegation.

At The Little Tug Boat Day Nursery 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, Keeping Children Safe in Education* and *What to do if you are worried a child is being abused*.

The Nursery's Designated Safeguarding Lead (DSL) is **Rachel Hammond**, and she is supported by the Deputy Manager, **Katherine Rowan**, 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
- Keeping all staff members up to date on any safeguarding issues and reviews

To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area Director, **Cindy Knight**.

Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners at The Little Tug Boat are expected to make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child. No single practitioner can have a full picture of a child's needs and circumstances. If children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

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

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

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 promote a child-centred 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 receive Safeguarding training as part of their induction, annual safeguarding training and regular updates through staff meetings and materials made available throughout the Nursery.
- We follow the guidelines laid down by London Borough of H&F Children's Services and other Local Safeguarding partners, and have procedures for contacting the local authority's Duty Contact and Assessment Team (Duty Social Worker), Chancel team on safeguarding children's issues, H&F Children's Services or the LADO as required
- 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 any allegations or incidents

- We meet our responsibilities under the Safeguarding Vulnerable Groups Act 2006.
- We have separate British Values, ICT and Internet Safety, Safer Recruitment, Staff Behaviour, and Whistleblowing Policies
- 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.

Promoting Safeguarding within our Environment

- To ensure the safety of all children and staff, comprehensive risk assessments are completed 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, and the layout of the nursery allows for continuous direct supervision.
- 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.
- Only authorised persons are allowed entry on to the Nursery premises, and visitors are both recorded and monitored at all times.

Promoting Safeguarding for our Children

- We create within the Nursery a culture of value, dignity and respect for the individual and encourage this in the children.
- The Nursery's key Person system promotes safeguarding and the well-being of children, and 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.

Promoting Safeguarding with our Staff Team

- At Tug Boat, all staff are expected to maintain an attitude of 'it could happen here' where safeguarding is concerned. When concerned about the welfare of a child, staff must always act in the best interests of the child. If staff have any concerns about a child's welfare, they should act on them immediately, speaking to the designated safeguarding lead or the Deputy Designated Safeguarding Lead.
- Nursery Management follow a robust safer recruitment process (please see Safer Recruitment policy) which includes a full application form, interviews, enhanced DBS check with Children's Barred List information and at least 2 references before any position is taken up. This ensures that no disqualified person or unfit person works at the Nursery or has access to the children. We will not employ any person who has a caution or conviction against a minor.
- All staff receive safeguarding and child protection training (including online safety) at induction, and this training is regularly updated through staff meetings and materials within the Nursery environment. This is in addition to a comprehensive induction process which includes all Nursery Policies and Procedures
- All staff are aware of their local early help process and understand their role in it.
- All staff know what to do if a child tells them or demonstrates signs they are being abused, exploited, or neglected.
- Staff are aware that confidentiality is key and this means only involving those who need to be involved, such as the designated safeguarding lead (or a deputy) and local authority children's social care.
- Staff should never promise a child that they will not tell anyone about a report of any form of abuse, as this may ultimately not be in the best interests of the child.
- All staff should be able to reassure victims that they are being taken seriously and that they will be supported and kept safe. A victim should never be given the impression that they are creating a problem by reporting any form of abuse and/or neglect. Nor should a victim ever be made to feel ashamed for making a report.
- All staff are aware that children may not feel ready or know how to tell someone that they are being abused, exploited, or neglected, and/or they may not recognise their experiences as harmful.
- 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, either within the nursery or during out of hours.
- Staff are required to follow the staff behaviour policy at all times, and without exception
- The Nursery's whistleblowing policy is made available to all staff to raise concerns directly with Ofsted if they feel unable to approach the DSL, Deputy DSL or Nursery Area Director.

Delivery of Staff Safeguarding Training

Tug Boat is committed to ensuring effective safeguarding training for all staff, to ensure everyone is alert to keeping children safe at all times and has up to date knowledge. This includes the following:-

- In person Annual Safeguarding training for all staff
- Safeguarding policy and KCSIE Part 1 read & signed annually
- Regular safeguarding slots at Team Huddles, including updates and quizzes
- DSL training for DSL, Deputy DSL and Area Director at least every 2 years
- Safer Recruitment training for Nursery Management and Area Director

Supporting Parents/ Carers in Safeguarding

The Nursery promotes building a trusting and supportive relationship amongst families, staff and Management. Parents are encouraged to participate in daily Nursery life through various events, access to policies & procedures, their child's learning and development records and the Management's open door and open communication policy.

In the event of a safeguarding investigation being underway, the Nursery will continue to welcome the child and the family to Tug Boat. 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.

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. Where a parent/ carer discloses information such as in regards to domestic violence, we will record this information as described below. 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.

Indicators of Abuse and neglect

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or by another child or children.

- 1) Physical abuse: a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Breast Ironing Practitioners should be aware of breast ironing – the process by which young pubescent girls' breasts are ironed, massaged, flattened and/ or pounded down over a period of time in order for the breasts to disappear or delay their development entirely. If staff have concerns about a child relating to this area, they must seek advice from the DSL, who will make a referral to the Front door team. If you are concerned that the girl is in immediate danger, contact the police by calling 999. Nursery staff must not conduct any type of physical examinations themselves.

Skin Bleaching

This practise cuts across all ages, races, beliefs, ethnicities and ideologies. It usually takes the form of pills, creams or lasers to lighten the skin. Skin bleaching is not illegal in the UK, however excessive skin bleaching and high levels of particular ingredients in products sold illegally can be dangerous. As such, it can have harmful side effects; both physical and emotional.

Bruising

Accidental bruising tends to be in areas of the body where bones are close to the surface, such as the shins, knees, elbows, front of face, the t-zone and back of head. Bruises which should raise concern and should be investigated are those on cheeks, eyes, ears, neck, trunk, buttocks, upper arms, thighs, back of legs, feet and hands. Patterned or clustered bruising or bruises on both sides of the body are uncommon and possibly indicative of abuse. Sentinel injuries, which are relatively minor, inadequately explained injuries and any bruising in a non-mobile infants, no matter how minor, should be further investigated. Children with disabilities are at a higher risk of abuse and accidental falls are not as common in children requiring aids and wheelchairs.

Fabricated illness

This is where a child is presented with an illness that is fabricated by the adult. The carer may seek out unnecessary medical treatment or investigation. The signs may include a carer exaggerating a real illness or symptoms, complete fabrication of symptoms or inducing physical illness, e.g. through poisoning, starvation, inappropriate diet. This may also be presented through false allegations of abuse or encouraging the child to appear disabled or ill to obtain unnecessary treatment or specialist support.

- 2) Emotional abuse: the persistent emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability as well as overprotection and limitation of exploration and learning or preventing the child from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, although it may occur alone. All staff should be aware that mental health problems can, in some cases, be an indicator that a child has suffered or is at risk of suffering abuse, neglect or exploitation.
- 3) Sexual abuse: involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing, and touching

outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. The sexual abuse of children by other children is a specific safeguarding issue in education and all staff should be aware of it and of their school or college's policy and procedures for dealing with it.

- 4) Neglect: the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy, for example, as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Children with special educational needs

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.

Child on Child abuse

At Tug Boat 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 child on child abuse and actively challenge any form of bullying or abuse.

Honour based abuse

So-called 'honour'-based abuse (HBA) encompasses incidents or crimes which have been committed to protect or defend the honour of the family and/or the community, including female genital mutilation (FGM), forced marriage, and practices such as breast ironing. Abuse committed in the context of preserving 'honour' often involves a wider network of family or community pressure and can include multiple perpetrators. Concerns relating to FGM will always be reported to the police.

Child criminal exploitation (CCE) and child sexual exploitation (CSE)

Both CCE and CSE are forms of abuse that occur where an individual or group takes advantage of an imbalance in power to coerce, manipulate or deceive a child into taking part in criminal or sexual activity. It may involve an exchange for something the victim needs or wants, and/or for the financial advantage or increased status of the perpetrator or facilitator and/or through violence or the threat of violence. CCE and CSE can affect children, both male and female and can include children who have been moved (commonly referred to as trafficking) for the purpose of exploitation.

Child criminal exploitation (CCE) - can include for example, children being forced or manipulated into transporting drugs or money through county lines, working in cannabis factories, shoplifting or pickpocketing.

Child sexual exploitation (CSE) is a form of child sexual abuse. Sexual abuse may involve physical contact, including assault by penetration (for example, rape or oral sex) or nonpenetrative acts such as masturbation, kissing, rubbing, and touching outside. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse including via the internet.

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.

Any child may benefit from early help, but all staff are particularly alert to the potential need for early help for a child who:

- is disabled or has certain health conditions and has specific additional needs
- has special educational needs (whether or not they have a statutory Education, Health and Care plan)
- has a mental health need
- is a young carer
- is showing signs of being drawn in to anti-social or criminal behaviour, including gang involvement and association with organised crime groups or county lines
- is frequently missing/goes missing from education, home or care
- has experienced multiple suspensions, is at risk of being permanently excluded from schools, colleges and in Alternative Provision or a Pupil Referral Unit

- is at risk of modern slavery, trafficking, sexual and/or criminal exploitation
- is at risk of being radicalised or exploited
- has a parent or carer in custody, or is affected by parental offending
- is in a family circumstance presenting challenges for the child, such as drug and alcohol misuse, adult mental health issues and domestic abuse
 - is misusing alcohol and other drugs themselves
- is at risk of so-called 'honour'-based abuse such as Female Genital Mutilation or Forced Marriage
- is a privately fostered child

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.

Attendance and Absences from Nursery

Children being absent from education for prolonged periods and/or on repeat occasions can act as a vital warning sign to a range of safeguarding issues.

Parents are required to inform the Nursery if their child will not be attending the Nursery. If a child has not arrived by 10am, the Manager will call the parent to check if the child is to be expected that day or the reason for their absence. The Manager will remain vigilant for any patterns, such as repeated or prolonged absences, which may raise a safeguarding concern. The Nursery will also take into consideration any other factors, including the child's or parents vulnerability, home life and any previous safeguarding concerns.

We require a minimum of two contact numbers for each child, plus at least one emergency contact number.

If a parent is not contactable by phone, we will follow up with an email. If we are unable to get in touch with the parents, we will endeavour to contact the child's emergency contact(s). If this remains unsuccessful and in our professional judgement feel that the child's absence is of concern or prolonged, we will refer to local children's social care services and/or a police welfare check requested.

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/carers' permissions before making a referral unless by seeking this permission we put a child at risk.
- We work co-operatively with the parent/carers 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)

All concerns, discussions and decisions made, and the reasons for those decisions, will be recorded in writing. These records are signed and dated and kept in a separate confidential file.

These records will include full dated, timed and verbatim witness statements including an objective record of the observation or disclosure, and exact words spoken by the individual. The member of staff will discuss the incident with the Designated Safeguarding Lead or Deputy Designated Safeguarding Lead 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.).

The DSL will keep a record of all and any actions taken, the reasons for those decisions and any other information including details of any other agencies known to be involved with the child/ family already and any information regarding potential knowledge of and agreement to the referral (gaining parental permission if relevant)

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 shall 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 Designated Safeguarding Lead or Deputy Designated Safeguarding Lead, is made aware of them. Information must not be shared with any other member of staff. All concerns 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. Fears about sharing information must not be allowed to stand in the way of the need to safeguard and promote the welfare of children. 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

At Tugboat, we strive to create a culture in which all concerns about adults are shared responsibly, and with the right person and recorded and dealt with appropriately. Despite all efforts to recruit safely there may be occasions when allegations of abuse or inappropriate conduct are made against a staff member.

Despite all efforts to recruit safely there may be occasions when allegations of abuse or inappropriate conduct are made against a staff member. The following procedure will take place if at any time it is reported to **the Manager or Designated/ Deputy Safeguarding Lead** that a member of staff or student

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

The Nursery Area Director will be responsible for leading a full case investigation.

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.

Where the Nursery Manager and Area Director identify a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they will immediately inform the LB of Hammersmith and Fulham Local Authority Designated Officer (LADO) or the police if relevant, and this will be prior to any further investigation taking place. The 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.

Where the initial discussion leads to no further action, the case manager and the LADO should:

- record the decision and justification for it, and
- agree on what information should be put in writing to the individual concerned

The Nursery will maintain its duty of care to any member of staff under investigation, and will offer guidance on where to find information, support and advice. Details of allegations following an investigation that are found to have been malicious or false should be removed from personnel records unless the individual gives their consent for retention of the information. However, for allegations which are substantiated, unfounded and unsubstantiated, records will be maintained in a locked confidential file in the Manager's office.

The Disclosure and Barring Service and Ofsted immediately if any staff is dismissed due to a safeguarding concern.

If the concern personally involves the named Designated Safeguarding Lead or then the next nominated is Cindy Knight and the concern should be addressed to her.

Low Level Concerns

Where a concern may not meet the threshold to contact the LADO, or for specific action to be recommended by the LADO, the DSL will record the concern in writing as "low level".

A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' – that an adult working in or on behalf of the Nursery may have acted in a way that:

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work, and
- does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO.

Examples of such behaviour could include, but are not limited to:

- being over friendly with children
- having favourites
- taking photographs of children on their mobile phone, contrary to Nursery policy
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door, or
- humiliating children

Any concern should be shared immediately with the DSL or Deputy. If the concern personally involves the named Designated Safeguarding Lead or Deputy, the next nominated is Cindy Knight and the concern should be addressed to her.

All low-level concerns will be recorded in writing. The record will include details of the concern, the context in which the concern arose, and action taken. The name of the individual sharing their concerns will also be noted if practicable.

The DSL will take appropriate action which may include:- further training and development, additional supervisions and touchbases, written Risk Assessment and disciplinary action.

The Nursery will maintain its duty of care to any member of staff under investigation, and will offer guidance on where to find information, support and advice. Details of allegations following an investigation that are found to have been malicious or false should be removed from personnel records unless the individual gives their consent for retention of the information. However, for allegations which are substantiated, unfounded and unsubstantiated, records will be maintained in a locked confidential file in the Manager's office.

The Disclosure and Barring Service and Ofsted will be notified immediately

- if any staff is dismissed due to a safeguarding concern, or would have been dismissed had they not resigned first
- of any significant event which is likely to affect the suitability of any member of staff who works on the Nursery premises

Prevent Strategy

- The Prevent Duty Guidance 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 Area Director 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

Rachel Hammond (DSL) Katherine Rowan (Deputy DSL) Cindy Knight (Area Director)	0207 732 6648 / 07469 897 064 07957 289 839
OFSTED	0300 123 1231
Local Authority Front Door team / 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 https://hflscp.co.uk/
Local Authority Designated Officer (LADO)/ Safer Organisations and Safeguarding in Education Manager (Incl LADO) (Megan Brown)	Tel: 0208 753 5125 or 07776 673 020 Email: LADO@lbhf.gov.uk or megan.brown@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 5125 / 07467 734 648 Email: CSE@lbhf.gov.uk or Emily.harcombe@lbhf.gov.uk
Prevent Strategy and Channel Programme Guidance - Local team	Tel: 020 8753 5727 Email: prevent@lbhf.gov.uk or Tina.Bencik@lbhf.gov.uk
Tri-borough Multi-Agency Safeguarding Hub (MASH) - (Karen Duncan)	Tel: 0207 641 3991 Email: kduncan1@westminster.gov.uk
NSPCC Whistleblowing Advice Line	0800 028 0285



little tug boat nursery

Child Collection Policy

EYFS (2025) - 3.87: Children are only released into the care of individuals of whom the parent has explicitly notified the provider and that children do not leave the premises unsupervised. They must take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors.

The welfare and safety of all children in our care is of paramount importance.

Only authorised parents, carers or other named persons on the child's personal details registration form will be allowed to collect the child.

For every child attending the Nursery, a list of emergency contact numbers are kept in the office. We require a minimum of two phone numbers in case of emergency. Full emergency contact details are also recorded on each child's personal record form in their file. Parents must provide us with a photograph of any other persons to collect which is kept in their child's personal folder.

It is a parent responsibility to ensure emergency contact details and information regarding persons authorised to collect from Nursery is kept up to date by providing written notification via email to the Manager.

On no account will staff allow an unknown person to enter the premises without verifying their identity and reason for visiting the nursery.

On no account is any parent to allow any other person into the premises, even if this person is known to them. Parents must accept this responsibility and must wait until a member of staff open the door for them.

If there is the odd occasion that a person unknown to the Nursery will be collecting the child then the parent must inform the Nursery Manager via email detailing the name of the person collecting, their mobile number and a photo of that person.

Should a parent/carers 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.

We will not allow a parent/carers to leave the premises with the child if we believe the parent/carers is under the influence of alcohol or other harmful substances or if we have a safeguarding concern where the child may be at risk of harm. 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.

Child Collection Procedure

The Nursery encourages parents and carers to drop-off at the front door in the morning and are welcome to come inside to collect at the end of the day. This promotes confidence and independence for children.

The Manager will be on door duty or will allocate a suitable member of staff to supervise the entry and exit of parents.

The front door must not be left open, unattended or on a latch at any time or for any reason at these drop off and collection times

Drop Off –

Parents and children will be welcomed by a member of staff at the front door. Babies and Toddler will be escorted to wash their hands then be taken into their classroom to be signed in. Older children will be directed upstairs to wash their hands and then join their class and be signed in, being supervised or escorted on the stairs.

Pick Up –

- the child must be signed out by a member of staff, and handed over to the parent/ carer
- a short handover of the child's day will be given. If a more detailed handover is needed, a time can be arranged with the Manager for the child's Key Person to meet or call the parent.
- Staff must acknowledge a parents arrival and parents need to ensure that they communicate their departure from the room or garden if the staff are busy.

Uncollected child procedure

If a parent/carers 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/carers to the office line (020 7731 6648) before 6:30pm to inform the staff of how late the parent/carers thinks they will be.
- If alternative arrangements have been made for the child's collection the parent must email the Nursery Manager providing written consent of the new arrangements and the name and photograph of the person collecting
- Should a child not be collected at the appointed time, a member of staff will endeavour to contact the parent/carers 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 Initial Contact and Advice Team will be contacted, details below:
- **Initial Contact and Advice Team (ICAT)** 0208 753 6610
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

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 considered 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, LADO or agencies as required.

Missing Child on an Outing

As detailed in our Outings policy, 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. A 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 museum or theatre 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. 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
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
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, LADO 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.

Ofsted, and if appropriate the LADO, will be informed immediately and certainly within the 14 days statutory notice period. Any advice and instruction provided will be followed.

Rachel Hammond (DSL)	0207 731 6648 (office) 07469 897 064 (Manager mobile)
Cindy Knight (Area Director)	07957 289 839
Local Authority Front Door team / Initial Contact and Advice Team (ICAT)	Tel: 0208 753 6610 Out of Hours Service: 0208 748 8588
Police	999
OFSTED	0300 123 1231



ICT and Internet Safety Policy

EYFS (2025) 3.6: Safeguarding policies must include how mobile phones, cameras and other electronic devices with imaging and sharing capabilities are used in the setting.

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, smart watches 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 Lead (DSL), [Rachel Hammond](#), 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 will only have access to technology equipment where they can learn about cause and effect, such as push button toys. Older children can access ICT toys such as voice recorders and then only use the tablets with adult supervision to access learning resources.

We have introduced a range of procedures to ensure their safety:

- The 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
- Tablets and the Internet must only be used as part of a planned activity with a clear learning intention for children
- Staff must check any media which the children will view, **before** showing it to the children
- The history on the tablets and laptops is monitored on a regular basis by management
- The 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 with internet access.

Should children or adults discover any potentially unsafe or inappropriate material, they are to immediately remove the content from the children's view. The use of the Report Abuse button is to be considered best practice. All such incidents must be reported to the Designated Safeguarding Lead; 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.

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 DSL 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 DSL.

Photos

- 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.
- 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.
- 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 solely the responsibility of Management, and staff access to the Manager's computer and emails are not permitted
- 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 management
- 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.

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

Mobile phone, smart watches 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 and smart devices are not to be used during working hours and where children are present

The use of smart watches are permissible as long as there are no photography ability and they are not used for anything other than checking the time during working hours. Staff are expected to remain attentive to the children. If they are observed to be using smart watches inappropriately, then they will no longer be allowed and the staff member will be subject to the setting's disciplinary procedure.

The Nursery understands the prominence of social media in our lives. Staff and parents are asked to avoid following and friending each other on social media sites and to maintain a professional relationship at all times.

Staff must adhere to the following at all times

- 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, at least one mobile needs to be taken for the group. This is to be used for emergencies only and never for personal uses. Phones to be placed back in the staff box on return to nursery.
- Photographs must not be taken of the children on any personal phones under any circumstances
- Staff must not post anything onto social networking sites 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 under any circumstances.

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.



British Values and Prevent Duty Policy

EYFS (2025): 3.9: If providers have concerns about children's safety or welfare, they must immediately notify their local authority children's social care team, in line with local reporting procedures, and, in emergencies, the police. Providers must also take into account the government's statutory guidance 'Working Together to Safeguard Children' and 'Prevent duty guidance for England and Wales'.

British Values

British values are 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
- **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 Little Tug Boat Day Nursery embeds these values in our everyday practice and ensuring they are regularly re-enforced 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:

- We encourage children to see their role in the bigger picture, encouraging children to know their views count, they have a voice, value each other's views and values and talk about their feelings.
- 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 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.
- 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.

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

All schools and childcare providers must have due regard to the need to prevent people being drawn into extremism.

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 extremism or terrorism.

- demonstrate that they are protecting children and young people from being drawn into extremism 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 person to be vulnerable and/ or at risk

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

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

Any suspicion of risk must be reported to the Designated Safeguarding Lead or in their absence, the Deputy DSL. They will immediately report to the Prevent Strategy and Channel Programme Guidance Liaison or the national referrals team using the Prevent National Referral Form. 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.

Anyone is able to make a referral to Channel, it is not limited to the DSL.

All staff have receive training in the Prevent Duty and British Values, and this is also part of the induction programme for any new staff member.

IMPORTANT CONTACTS (SEE CHILD PROTECTION POLICY)

Local Authority Front Door team / 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
Prevent Strategy and Channel Programme Guidance - Local team	Tel: 020 8753 5727 Email: prevent@lbhf.gov.uk or Tina.Bencik@lbhf.gov.uk
Government helpline for extremism concerns	020 7340 7264
Prevent National Referral Form contacts	preventreferrals@met.pnn.police.uk



Whistle Blowing Policy

EYFS (2025)3.7-3.8: Providers must put appropriate whistleblowing procedures in place for all staff (including students and volunteers) to raise concerns about poor or unsafe practice in the setting's safeguarding provision. This must include when and how to report concerns and the process that will be followed staff report concerns. Providers must ensure staff are aware of the setting's whistleblowing procedures and must ensure all staff feel able to raise concerns about poor or unsafe practice and know that such concerns will be taken seriously by the senior leadership team. Where a staff member feels unable to raise an issue with their employer or feels that their genuine concerns are not being addressed, they should use the other channels open to them such as NSPCC or Ofsted.

What is Whistleblowing?

Whistleblowing encourages and enables staff to raise 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 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 DSL, 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' and our Nursery Child Protection policy. 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.

The 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
-

How to Raise a Concern

As a first step, you should raise concerns with the Nursery Manager or the Designated Safeguarding Lead.

In all cases that fit the criteria above, the Manager will contact the Local Authority Designated Officer (LADO). 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

If the allegation is against the Manager, please seek advice from Area Director, the Deputy Manager or Nursery owner. If the allegation is against the Area Director, please speak to the 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

Rachel Hammond (DSL) Katherine Rowan (Deputy DSL) Cindy Knight (Area Director)	0207 732 6648 / 07469 897 064 07957 289 839
Local Authority Front Door team / 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)/ Safer Organisations and Safeguarding in Education Manager (Incl LADO) - (Megan Brown)	Tel: 0208 753 5125 or 07776 673 020 Email: LADO@lbhf.gov.uk or megan.brown@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 5125 / 07467 734 648 Email: CSE@lbhf.gov.uk or Emily.harcombe@lbhf.gov.uk
Prevent Strategy and Channel Programme Guidance - Local team	Tel: 020 8753 5727 Email: prevent@lbhf.gov.uk or Tina.Bencik@lbhf.gov.uk
Tri-borough Multi-Agency Safeguarding Hub (MASH) - (Karen Duncan)	Tel: 0207 641 3991 Email: kduncan1@westminster.gov.uk
NSPCC Whistleblowing Advice Line	0800 028 0285
Non-emergency police	101
Government helpline for extremism concerns	020 7340 7264



Suitable People and Safer Recruitment Policy

EYFS (2025) 3.13 -3.21: Providers must ensure that people looking after children are suitable; they must have the relevant qualifications, training and have passed any required checks to fulfil their roles. Providers must take appropriate steps to verify qualifications, including in cases where physical evidence cannot be produced. Providers must also ensure that any person who may have regular contact with is suitable. Providers must obtain an enhanced criminal records check for every person aged 16 and over (including for unsupervised volunteers, and supervised volunteers who provide personal care) who works directly with children, lives on the premises on which the childcare is provided and/or works on the premises on which the childcare is provided. Providers must tell staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children (whether received before or during their employment at the setting). Providers must not allow anyone whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for. Providers must record information about staff qualifications and the identity checks and vetting processes that have been completed.

We believe that a nursery is only as good as its staff and thus we strive to recruit only the highest calibre applicants using our thorough recruitment procedures. Our staff members share our ethos which we make explicit from the outset and work at establishing strong interpersonal relationships with the children, fellow staff members and parents.

We ensure that all members of staff are clearly aware of their designated roles and responsibilities as described in their job description and are able to fulfil the requirements of their role. No member of staff is left unsupervised with the children and appropriate adult: child ratios are maintained. We place importance on ensuring that all members of staff are suitably qualified or experienced and that they are constantly supported, supervised and updated on their training as set out in our 'Appraisal, Supervision and Training policy'.

Recruitment Policy and Procedures

The Little Tug Boat is a dedicated equal opportunities employer. When recruiting we take into account experience, qualifications and attitude, looking for that 'special something' that they can bring to our team. At all times we keep the best interests, welfare, care and development of the children in mind. We recognise that experiences and special talents that some unqualified staff could bring to the team are valuable and these applicants will be considered following the same recruitment procedure as those with qualifications (if employed we would actively encourage that the member of staff work towards a qualification in childcare). In accordance with the regulations set out in the EYFS requirements, staff need to have sufficient understanding and use of English to ensure the well-being of children in their care.

We take safeguarding very seriously and take extensive steps to ensure that the people we employ are suitable and safe to work with children. Managers have Safer Recruitment training, which is refreshed annually. During our recruitment procedure we provide opportunities for the applicant to disclose any convictions through using a confidential criminal self-disclosure. We will only consider the disclosure once an applicant has been short listed to avoid any discrimination. Once we have thoroughly interviewed the applicant and we have sent a conditional offer, we expect applicants to gain enhanced clearance from the Disclosure Barring Service (DBS) and any international police clearances and the decision to employ a person will be reliant on the outcome.

A clear, enhanced DBS with children's barred list check, at least two verified references and foreign police checks must be received before the candidate is able to commence the role.

The Recruitment Procedure reflects that it is an offence under Section 76 of the Childcare Act 2006 to employ someone who is disqualified from registration, in connection with Early Years. We therefore will not proceed with employment if a candidate has any caution or conviction against a Minor.

If any other cautions or convictions are disclosed we will request a copy of the police record to verify the caution/ conviction. The Nursery Area Director will consult with LADO, the local Early Years Team and Ofsted - taking their advice to decide if they are willing to continue to employ the member of staff. The decision will be affected by the details of the offence and the advice obtained. Once all aspects have been considered, the manager will make a final decision and will conduct a risk assessment if necessary. Any decision to employ a member of staff will be recorded along with the person's qualification, DBS disclosure and identity checks.

Staff members are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children, whether these are received *before or during employment*. We will require a copy of the police record on these occasions.

Procedure for Recruitment

- A job and person specification will be created to identify the selection criteria for the position.
- An advert will be placed with recruitment agencies and websites. The advert will give a brief description and details of the position available. It will state that we follow stringent safeguarding procedures and that we will DBS check the applicant.
- The Manager is responsible for maintaining all recruitment records including the interview diary, interview notes, application forms etc
- Any relevant applicants will be contacted by phone or email for an initial phone interview. If successful against pre-determined criteria, the candidate may then be invited into the Nursery for a formal interview and trial.
- At this stage, candidates will be asked to complete an application form, a candidate conviction declaration form and provide information regarding their right to work in the UK, if required. The Nursery's safeguarding policy will also be provided to candidates at this time.
- The Manager will plan the assessment methods for the interviews and will assess and redesign the interview questions to ensure they are appropriate.

- Interviews will be conducted with at least one Manager and a second member of staff, or the Area Director. At least one of these interviewers will have Safer Recruitment training. The applicants experience, knowledge, skills, training and qualifications, job description and responsibilities will be discussed. Any unexplained gaps in their application forms will be questioned. Applicants will be informed that we may contact any previous employer from their application form with their permission. Application forms must be signed in person (not electronically)
- The applicant will also be required to complete a trial in the room for the role they are applying. During this time they will be supervised and observed.
- Those who are not successful in the interview stage will be notified by email. The applicants who are still under consideration may be asked to return for a second stage interview and trial if needed
- The Nursery Management will discuss feedback and will make a final decision on which applicant will be offered the position. The Nursery Owner may be consulted if needed.
- The successful applicant will be informed provided with a **conditional** offer of employment with a confirmation email following.
- A minimum of two employment references will be obtained, one of which will be the most recent employer. References will be validated by the Nursery Manager by phone once received. The Nursery will secure a reference from the relevant employer from the last time the applicant worked with children (if not currently working with children). If the applicant has never worked with children, then the Nursery Manager will ensure a reference is from their current employer, training provider, tutor or education setting
- The Nursery will apply for a current enhanced DBS check on behalf of the new employee or check their current status if they are on the Online Update service. If there are any recorded safeguarding issues, the Managers will conduct a risk assessment and evaluate the employment offer.
- Any foreign applicants will be asked to provide police clearance from their home country where possible and their right to work in the UK and foreign qualifications will be checked.
- The Manager is responsible for ensuring completion of all paperwork checks and recording, as well as organisation of a full staff induction, training and supervision/ observations.
- Every new employee will be supported in their induction process throughout their three month probation period using our supervision procedures.

Volunteers and Work Experience Students

Volunteers will undergo the same safer recruitment checks as paid member of staff. This includes- full interview and trial with completed application form, enhanced DBS with Children's Barred List check, ID checks, two verified employment references, right to work in the UK and overseas police check (if applicable).

Work Experience students over the age of 16 will be required to have an enhanced DBS with Children's Barred List check, along with the same safer recruitment employment checks as noted above. For those under the age of 16, the Nursery Manager will undertake a written risk assessment.

Volunteers and Work Experience Students will be supervised at all times and are not permitted to undertake any personal care for children.

Staff Behaviour Policy

The Nursery has a Staff behaviour Policy and Team Handbook, both of which are expected to be followed in full and at all times.

Smoking, Vaping, Alcohol and other substances/ medication

When working with the children, practitioners must not be under the influence of alcohol or any other substance which may affect their ability to care for children.

If any member of staff is found to be **Smoking or Vaping** or under the influence of any **Alcohol, Other Substances Inc. medication or drugs** or been found to have used these substances on the premises then a disciplinary procedure will immediately be instigated

Smoking/ Vaping

The management are legally obliged to enforce a no smoking policy; we have therefore instigated a **NO SMOKING** policy throughout our establishment. This applies even when the children are not on the premises.

Alcohol

The consumption of alcohol on the premises during nursery hours is absolutely forbidden at all times. If Alcohol is brought onto the premises, this needs to be brought to the manager who will make arrangements for its safe keeping until you depart.

Other substances/ drugs/ medication

Providing that medication is prescribed or has been obtained over the counter from a pharmacy or similar establishment, in a sealed package or container and the medication is retained on your person, or in a handbag or similar whilst you are visiting the Nursery purely to pick up or drop a child, then we would all accept that the risks involved are very low and acceptable.

However, on all other occasions, then you must inform the manager of the medication so you can jointly agree any precautionary measures that need to be taken to ensure the safety of the children. Should you be taking medication which you are aware could have an adverse effect on you, then you must inform the Manager on arrival. It is strictly forbidden to bring any non-proprietary drugs onto the premises.

If practitioners are taking medication that may affect their ability to care for the children then medical advice should be sought. Practitioners may only work directly with the children if the medical advice confirms that the medication is unlikely to impair the staff member's ability to care for the children properly. Any such medication must be stored securely.

Staff Uniform

- Staff are expected to wear dark trousers or jeans, along with a dark top of their choice.
- Dark blue or black jeans or trousers are worn by staff but jeans that are ripped, frayed or highly patterned are not allowed.

- All staff must wear proper footwear. Flip flops or sandals without back straps are not permitted, Heels are also not permitted due to health & safety
- Indoor shoes or shoe covers must be worn in the Under 2 year old classroom

We do not ask you to look immaculate all the time but just to maintain a neat and tidy general appearance.



Supervision and Staff Development Policy

EYFS (2025) 3.30 -3.35: Providers must ensure that all practitioners are trained in line with the criteria set out in Annex C. of the EYFS in regard to safeguarding. What practitioners know, plan for, and do matters for children's learning, development, safety, and happiness in settings. Providers must ensure that all staff receive induction training to help them understand their roles and responsibilities. Induction training must include information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues. Providers must support staff to undertake appropriate training and professional development opportunities to ensure they offer quality learning and development experiences for children that continually improves. Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching, and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork, and continuous improvement, which encourages the confidential discussion of sensitive issues. Supervision should provide opportunities for staff to discuss any issues – particularly concerning children's development or well-being, including child protection concerns; Identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness.

At The Little Tugboat Nursery, we recognise that high quality performance management is one of the most important elements in ensuring positive outcomes for children and their families. It also has a crucial role to play in the development, retention and motivation of our team. It is facilitated through our cycle of "touchbases" (supervisions) and Manager's observations as well as the Manager's open door policy.

Inductions

We have a thorough induction plan which includes a comprehensive list of initial training courses, covering safeguarding, learning and development and health and safety.

Throughout the first weeks of employment, practitioners have weekly touch bases to complete the induction plan, ensure clarity on roles and responsibilities and discuss any questions or concerns. Areas of practice are observed by management, which supports best practices from the outset and highlights areas which inform practitioners development plans.

Touchbases

Touchbases (Supervisions) are a means to ensure each team member is clear about their roles and responsibilities, expectations on their performance and team working, to raise safeguarding concerns and to be supported to do their job to the high standards expected. The meeting gives the opportunity to **regularly** evaluate and review performance so that learning and development can take place, to identify performance shortfalls, encourage and motivate staff and initiate training, support and /or coaching.

Appraisals and touchbases are a two-way discussion between a staff member and the Manager. For these meetings to be effective, each person must take equal responsibility for ensuring open, honest and effective communication, co-operation and recognition for the value of performance management.

Every member of staff can expect:

- To receive constructive feedback, rooted in evidence.
- To have their own feelings and opinions recognised and heard.
- To be treated in an anti-discriminatory manner

Staff should expect the following areas to be discussed at their touchbase:

- Identify key achievements and areas of development in the relevant period.
- Discuss and agree clear objectives and standards, appropriate deadlines and help in achieving their objective.
- Discuss the Manager's observations with clear support and guidance with regard to all aspects of work including support in dealing with particular children and their individual needs to improve their personal effectiveness.
- Identify any performance concerns, and be told in a constructive way if their work is poor, incompetent or unacceptable, and to have a strategy for improvements discussed and agreed.
- Identify any training and development needs and steps taken by the individual in furthering their own development.
- Discussion of any safeguarding concerns and any changes in circumstances which may impact suitability to work with children.
- Discussion of any other aspects which the member of staff may wish to discuss, including the ability to discuss how things are done and what is expected.

Responsibility

The Manager is responsible for ensuring that regular touchbase meetings are conducted with every member of staff. Each member of staff is responsible for ensuring that they meet the required standard for the job.

Frequency

- In the first month of employment at Nursery, touchbases will be conducted on a weekly basis with the Manager
- Thereafter, for new members of staff, touchbases will be conducted monthly after their start date and again at 3 months to sign off the probationary period
- Following the sign off from probation, touchbases will take place at least termly
- Touchbases are supported by Manager Observations on practices to help every member of staff reflect on their practice, in respect to the children, parents and other members of staff to continually improve performance.
- The Manager may decide to conduct touchbases or Manager observations more frequently with a member of staff if this is felt to be needed and would be beneficial for the member of staff

- The open door policy at The Little Tugboat Nursery means that members of staff are able to speak to the Manager at any time with regards to concerns or barriers to carrying out their duties to a high standard, safeguarding concerns, training needs or anything else. They do not need to wait for their next touchbase meeting.

Recording staff observations and touchbase meetings

Touchbase meetings and staff observations will be recorded and shared with the staff member.

Both Manager and staff member will sign the record and agree the date for the next supervision meeting. A copy of the record will be kept on their personnel file and a copy available for the member of staff if they wish. To ensure that the confidentiality and identity of individual children is maintained within the supervision record no names of the children discussed will be used only initials.

Manager's Observations

As part of our aim in supporting our members of staff professional development, the Manager undertakes regular interventional observations of the team's practice. These observations allow the Manager to provide coaching and critical feedback which can help practitioners pick up new ideas and ways of working, explore working practices, build teamwork and can help practitioners reflect on their practice, identify improvements and training needs.

It will help the Manager monitor staff performance and can help them assess the member of staff's understanding of each child's learning and development, their knowledge of and application of the EYFS, the characteristics of learning, safeguarding issues and the observation, planning and assessment cycle. If practice is weak then the Manager can identify and record actions for improvements. However, the main goal of these observations is to look at strengths of an experience or staff members practice, identify what would have made it better and how good it was overall.

We are asking:

- What are we doing and why? What is the INTENTION and how does that support the child?
- How are learning experiences IMPLEMENTED?
- How can we do it more effectively? What is the IMPACT?

The Manager may ask relevant questions during the experience and provide coaching during the observation. They will complete a Manager's Observation form, which will detail areas for development, with clear rationale and evidence and will feed this back to the member of staff. The staff member will be encouraged to evaluate their own practice and make notes of what they thought was effective and what could have been improved on. These forms will then be filed in the relevant staff member's personnel file in the office.

Managing Under Performance

In the event that a staff member is deemed to be under-performing for any reason, a formal performance management process will be put in place. This process can be instigated for a number of reasons, including but not limited to, negative behaviours within the Nursery that impacts the children and staff, poor timekeeping, failure to comply with any EYFS rule (depending on the severity a failure to comply may result in instant dismissal for gross misconduct), etc. The full process will be documented in writing, and you will be given an opportunity to present any evidence throughout the process. Should the individual's performance not improve during this official process, then the result will be that the formal disciplinary/capability process is instigated.

Confidentiality

Although this is a confidential document, it is also an organisational document which does not belong solely to the manager, staff member or management committee. However, only under certain circumstances can others access these documents. For example, they may be accessed as part of:

- A grievance procedure;
- A disciplinary procedure;
- An internal/external inquiry;
- A complaints procedure.

In addition to the above information, it is important that staff members continue to raise concerns as they arise and not wait until their termly supervision meeting or annual appraisal.

Team Development and Training

We maintain a record of our staff members' qualifications, including First Aid, and actively encourage them to develop their knowledge and understanding through further training. We adhere to the required qualifications identified in the EYFS statutory guidance. Continuous improvement is essential in ensuring best outcomes for the children.

All of our team receive Safeguarding training on an annual basis as part of their core plan. Any practitioner with additional responsibilities such as SENCO will also receive training to help them fulfil their role.

It is in the interest of the children and all the staff that every opportunity is given to each staff member to develop their personal skills to their maximum, and to broaden their knowledge and skills in caring for children in particular.

To facilitate this we:

- Assess every member of staff during managers observations and subsequent touchbases and set out their personal training needs. This will include a variety of coaching, training courses and further personal research.
- Deliver staff meetings with relevant internally created training based on the teams identified areas of interest or development needs
- Hold regular staff meetings where external training is cascaded throughout the setting

- Encourage, where practical, staff to attend external training courses. This includes undertaking further qualification training, such as Apprenticeships or Early Years Teacher Training.
- Encourage staff to pass on their knowledge to those less experienced on daily basis.

Once a member of staff has attended external courses they are required to complete a Course evaluation form to enable the training to be shared with other staff members. A time slot will also be allocated in the next staff meeting to discuss any training attended. Impact of their training is recorded on the training record.

Managers provide regular coaching for the team and encourage them to reflect on knowledge and practices to continuously enhance their skill and understanding.



Staff Behaviour Policy

EYFS (2025) 3.13 & 3.34: Providers must ensure that people looking after children are suitable; they must have the relevant qualifications, training and have passed any required checks to fulfil their roles. Providers must also ensure that any person who may have regular contact with children is suitable. Providers must put appropriate arrangements in place for the supervision of staff who have contact with children and families. Effective supervision provides support, coaching, and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork, and continuous improvement, which encourages the confidential discussion of sensitive issues.

We are extremely proud of providing a friendly and respectful working environment for all members of our team, where they can feel valued by their colleagues and be assured that any problems which might arise will be dealt with in an appropriate and professional manner. In order to achieve this we require all of our practitioners to conduct themselves in a professional manner to provide a positive model of behaviour at all times to contribute positively to creating a warm, nurturing and respectful environment for the children in our care, parents, visitors and for ourselves as a team.

We strongly promote British values which includes Democracy, Individual Liberty, Rule of Law and Mutual Respect and Tolerance. Staff are expected to role model this to the children and each other.

As a small team, everyone has a huge impact on the culture at our Nursery and so we expect everyone to work collaboratively. Staff are expected to demonstrate the highest possible standards of personal and professional conduct and behaviour and consistently act with honesty and integrity.

Each member of the team is responsible for adhering to the staff code of conduct in the Crew Handbook at all times, and that failure to do so may result in disciplinary action.

Please also refer to the Crew handbook, Child Protection Policy and ICT and Mobile Phone Policy

Working as a Team

- To respect your colleagues as individuals and be aware of their needs
- To work as a team and support each other
- To role model positive behaviour to other members of staff, children, students and parents
- To be open, honest and constructive in your interactions with every member of the team
- To sort out issues promptly so that they are not allowed to fester
- Never to talk derogatorily about another member of staff
- To value the views of all staff so that they feel that their contributions will be listened to
- To offer help if they see other team members struggling and to ask for help if they need it themselves
- To work in such a manner which promotes teamwork and support to the whole nursery team and not just the room in which they are working
- To keep personal conversations for appropriate times – always putting the needs of the children first

Personal Behaviours

- **Be the person you want on your team - punctual, reliable, honest, trustworthy and hard-working**
- Be welcoming to everyone within the Nursery
- Be pro-active and show initiative in supporting the children's learning and development, working as a team and maintaining a safe, clean and healthy workplace environment
- To fully understand and implement the comprehensive policies and procedures and code of conduct we have in place at all times, to ensure the health, safety and well-being of the children in our care
- To utilise the Manager's open door policy to discuss any genuine concerns or grievances in relation to Nursery policies and procedures, concerns regarding children or parents, other members of staff or students
- **Maintain high standards in safety, and hygiene by keeping the Nursery safe and clean**
- **Maintain confidentiality at all times - any issues, including those concerning children, their parents, staff and students should not be discussed outside Nursery**
- **Give equal opportunities and treatment to everyone within the Nursery regardless of their age, gender, race, religion, culture or background. We are committed to providing equality of opportunity and will not tolerate any illegal discrimination or harassment based on race, colour, religion, sex, national origin or any other class**
- Ensure that your behaviour at work or outside upholds the reputation of Tug Boat at all. This includes through the use of social networking sites.
- Understand that babysitting for parents out of Nursery hours is at your own risk and responsibility

The Manager promotes an open culture where small problems can be sorted out between staff members. However, if the situation is not resolved or the concern is of a more serious nature, the matter should be referred to the Manager. If the concern or issue is relating to the Manager, then the matter should be referred to Area Director, Cindy Knight, or the Nursery Owner, Amy Shah.

In addition to the Staff Behaviour Policy, each member of staff is issued with a Team Handbook before they join with us, which also details staff behaviour and code of conduct, as well as details on the supervision process, disciplinary action, annual leave and sick leave entitlement and notification etc. Signed forms confirming they have received and understood the Handbook are kept in each member of staff's personnel file and a copy of the Team Handbook is permanently kept in the staff room and Manager's office.

Safeguarding (please also refer to Child Protection Policy and Whistleblowing policy)

Safeguarding and promoting the welfare of children is everyone's responsibility at Tug Boat. Everyone who works with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners are expected to ensure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

Raising Concerns

As a first step, you should raise all safeguarding concerns – regarding children or staff members - with the Nursery's Designated Safeguarding Lead

Designated Safeguarding Lead (DSL) is Rachel Hammond
Deputy Designated Safeguarding Lead is Katherine Rowan

To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area Director, Cindy Knight

Procedure Regarding Abuse or Suspected Abuse by a Member of Staff

Despite all efforts to recruit safely and with regular supervision, there may be occasions when allegations of abuse or inappropriate conduct are made against a staff member. The following procedure will take place if at any time it is reported to **the Manager** or Designated Safeguarding Lead or Deputy, that a member of staff or student

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

The Nursery Manager, **Rachel Hammond** and Nursery Area Director, **Cindy Knight**, will lead a full case investigation.

Where the Nursery Manager and Area Director identify a child has been harmed, that there may be an immediate risk of harm to a child or if the situation is an emergency, they 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 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.

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
-

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.

Where the initial discussion leads to no further action, the case manager and the LADO should record the decision and justification for it, and agree on what information should be put in writing to the individual concerned.

The Nursery will maintain its duty of care to any member of staff under investigation, and will offer guidance on where to find information, support and advice

Management of Low Level Safeguarding Concerns

A low-level concern is any concern – no matter how small, and even if no more than causing a sense of unease or a 'nagging doubt' - that an adult working at The Little Tug Boat Nursery

- is inconsistent with the staff code of conduct, including inappropriate conduct outside of work and
- does not meet the harm threshold or is otherwise not serious enough to consider a referral to the LADO

Examples of such behaviour could include, but are not limited to:

- being over friendly with children
- having favourites
- taking photographs of children on their mobile phone, contrary to Nursery policy
- engaging with a child on a one-to-one basis in a secluded area or behind a closed door, or
- humiliating children

Low Level concerns must always be discussed immediately and responsibly with the Designated Safeguarding Lead (DSL) or Deputy Designated Safeguarding Lead. To further escalate concerns, or if you are unable to speak with the DSL, contact the Nursery Area Director, **Cindy Knight**.

The DSL records all low-level concerns in writing to include the details of the concern, the context in which the concern arose, and action taken. These records are securely and confidentially retained. If needed, the DSL will seek additional guidance and support from the LADO and follow advice provided.

Whistleblowing

Whistleblowing 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' and our Nursery Child Protection policy. If you tell Ofsted, they will always tell the relevant local authority.

IMPORTANT CONTACTS

Rachel Hammond (DSL) Cindy Knight (Area Director)	07469 897 064 / manager@littletugboatnursery.co.uk 07957 289 839 / cindy@learnwellnurseries.co.uk
OFSTED	0300 123 1231
Local Authority Front Door team / 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)/ Safer Organisations and Safeguarding in Education Manager (Incl LADO) - (Megan Brown)	Tel: 0208 753 5125 or 07776 673 020 Email: LADO@lbhf.gov.uk or megan.brown@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 5125 / 07467 734 648 Email: CSE@lbhf.gov.uk or Emily.harcombe@lbhf.gov.uk
Prevent Strategy and Channel Programme Guidance -Local team	Tel: 020 8753 5727 Email: prevent@lbhf.gov.uk or Tina.Bencik@lbhf.gov.uk
Tri-borough Multi-Agency Safeguarding Hub (MASH) -(Karen Duncan)	Tel: 0207 641 3991 Email: kduncan1@westminster.gov.uk



Behaviour Management Policy

EYFS (2025) 3.73- 3.75: Providers are responsible for supporting, understanding, and managing children's behaviour in an appropriate way. Providers must not give or threaten corporal punishment or any punishment which could negatively affect a child's well-being. Providers must take reasonable steps to ensure that corporal punishment is not given by anyone who is caring for or is in regular contact with a child, or by anyone living or working in the premises where care is provided. Any early years provider who does not meet these requirements commits an offence. A person will not be considered to have used corporal punishment (and therefore will not have committed an offence) if physical intervention was taken to avert 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.

At Tug Boat, we promote British Values throughout our Nursery and we believe that positive behaviour is learned in an atmosphere of mutual respect, listening to each other and through clear behavioural guidelines for adults and children. 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 using constant communication and the right body language throughout. We make sure we communicate effectively with the parents throughout the issue.

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/carers 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 General 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 Negative Behaviours

Where a child displays consistent behavioural challenges that do not seem to improve, the Nursery will speak to the child's parent/carers thus working in partnership to help and support the child's needs. The child's behaviour will be monitored and recorded over time with a support plan put in place, which can be used consistently between Nursery and home.

If required, recommendations from other support agencies will also 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/carers and child through their interactions with additional support professionals where appropriate and necessary. See The Equal Opportunities & Special Educational Needs and Disabilities Policies.

Positive Re-Enforcement

The Nursery will always aim to take a positive approach to behaviour management. We believe positive praise throughout the day supports a positive outcome for children's behaviour. For example "Great handwashing!", "Who tidied all these toys away perfectly?" Appreciate good behaviour whenever you can, however small and be specific.

Thinking Space

On some occasions, we will use Thinking Space with the children. This is to give them time to reflect on their negative behaviour but more importantly, provide space and time calm down. We also have a variety of sensory toys and books to support regulation. Staff will stay with or sit with the child and 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.

Consistency between Home and Nursery

It is important that the teachers and parents work well in partnership. We encourage parents 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.

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.

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.



Equal Opportunities Policy and Additional Support including SEND

EYFS (2025) 1.13 & 3.76: Throughout the early years, if a provider is worried about a child's progress in any prime area, practitioners must discuss this with the child's parents and/or carers and agree how to support the child. Practitioners must consider whether a child needs any additional support, including whether they may have a special educational need or disability which requires specialist support. Early years providers must have arrangements in place to support children with Special Educational Needs and Disabilities (SEND). Providers are expected to identify a SENCO and have regard to the 0-25 SEND Code of Practice.

At The Little Tug Boat Day Nursery believe that all children 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:

- Promoting a positive self-image in all children and respect their individuality, providing for all their individual needs.
- Ensuring that equality permeates the whole Nursery day, from planning through to delivery of everything we do.
- Delivering activities and learning within the EYFS Principles promoting positive examples of gender diversity, ethnic origin, culture, religion and people with different abilities.
- Include resource books, materials and equipment that are inclusive and provide positive examples of all groups
- 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 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 Managers 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. 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 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 have embedded the guidelines on British Values and the Prevent Duty Guidance. 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 varied 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 and provide opportunities for children to play with all equipment

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 team 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.

Team

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.

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 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, 2015:5).

We appoint Special Educational Needs and Disabilities Coordinator (SENDCO) at Nursery

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 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 2015: 5.38)
- 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.

All staff will be made aware of children identified as having a 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.

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 our inclusive practice

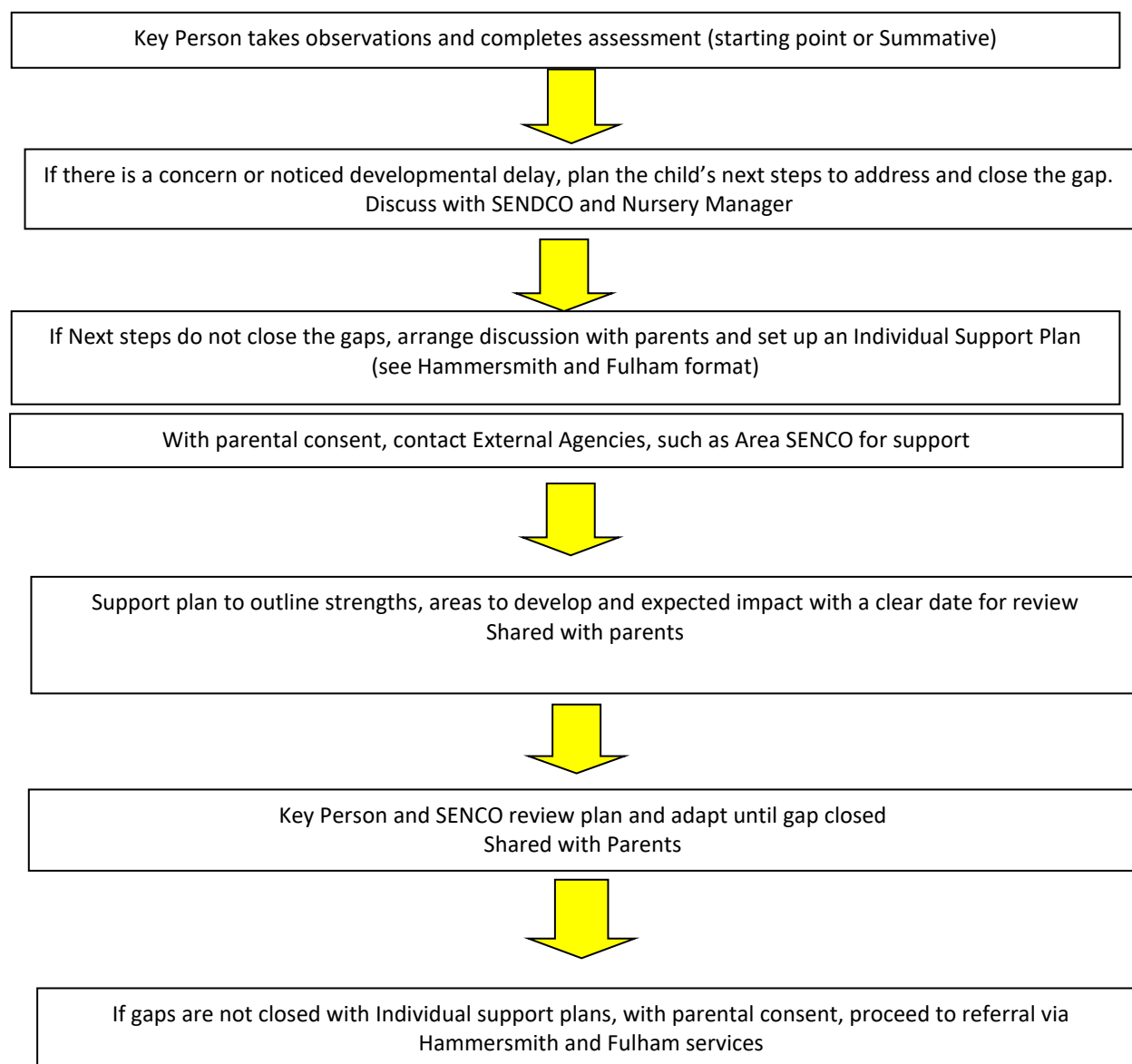
We review, monitor and evaluate the effectiveness of practice through daily evaluations in our planning, through regular staff meeting discussions and through audits on our provision.

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 SENDCO or Manager. The Complaints procedures as outlined in our policy will be followed. If the issues cannot be resolved then this can be escalated to the Area Director.

Process for Identifying SEN





English as an Additional Language (EAL) Policy

EYFS (2025) 1.14- 1.15: For children whose home language is not English, providers may take reasonable steps to provide opportunities for children to develop and use their home language in play and learning, supporting their language development at home. Providers must ensure that children have sufficient opportunities to learn and reach a good standard in English language during the EYFS, ensuring children are ready to benefit from the opportunities available to them when they begin Key Stage 1. When assessing communication, language, and literacy skills, practitioners must assess children's skills in English. If a child does not have a strong grasp of English language, practitioners must explore the child's skills in the home language with parents and/or carers, to establish whether there is cause for concern about language delay.

At The Little Tug Boat Day Nursery, we understand that bilingualism is an asset and the first language has a continuing and significant role in children's identity, learning and the acquisition of additional languages. We create a culture that values and celebrates the languages spoken by children. In doing so, practitioners will not only support the speech, language and communication development of children learning English as an Additional Language, but will enrich the experience of all children at Tug Boat. We believe that every child is unique and we value each child's home language and cultural background.

Some important considerations are as follows:

- English should not replace the home language; it will be learned in addition to the language skills already learned and being developed within the language community at home.
- Children learning EAL are as able as any other children, and the learning experiences planned for them should be no less challenging.
- Additional visual support is vital for children learning English and using illustration and artefacts will also support and enhance the learning experiences of their monolingual peers.
- Many children go through a 'silent phase' when learning a new language; this may last for several months but is not usually a cause for concern and is not a passive stage as learning will be taking place. Children will usually understand far more than they can say.
- Understanding is always in advance of spoken language and it is important that children do not feel under pressure to speak until they feel confident. It is, however, essential that adults continue to talk to children with the expectation that they will respond.
- Adults and children should respond positively and encouragingly to children's non-verbal communication. As they observe, listen and explore the setting, children will be applying the knowledge they already have in their new context. As they start to echo single words and phrases, joining in with repetitive songs and stories, their attempts should be sensitively encouraged and praised.

At Tug Boat, we strive to meet the full range of needs of those children who are learning English as an additional language in all areas of their learning. This includes

- Finding out as much information as possible about the child's language skills in their home language as well as in English during the settling in meeting with the parents.
- Encouraging parents to share a list of common words in their language with us which can be used at Nursery. This also supports the language development and cultural awareness of all the other children in the room.
- Ensuring the environment respectfully incorporates diversity and other cultures. This helps demonstrate to the children and parents and the community that different cultural heritages are valued
- Building on each child's existing knowledge about language.
- Providing a range of opportunities for children to engage in speaking and listening activities in English with peers and adults
- Providing opportunities for children to hear their home languages as well as support to extend vocabulary in English
- Providing books in various languages for children to read.
- Employing staff members with a variety of languages to support the children and their families and ensuring they all model a good use of English.

We endeavour to support the child and their family so that by the time they leave Tug Boat to go to school they have an appropriate level of language and communication skills in English to enable them to continue to learn and develop.



Tapestry (Online Learning Journey) Policy

At The Little Tug Boat Nursery, we use a secure online system called 'Tapestry' to record children's learning and development in their own personal Learning Journal. This is a safe system using personal, password protected logins and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen parent partnerships.

Children have allocated Key Persons who monitor and assess their learning and development. They record and input observations into the Tapestry system and link it to the Early Years Foundation Stage (EYFS) curriculum and use these to assess children's development and plan next steps. The journals are moderated by a senior member of staff before being added to the child's Learning Journey.

Tapestry is not used as a general communication tool between Nursery and home.

Parents

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

For parents without access to the internet, we will print all the information from Tapestry and collate it into a paper Learning Journey. This will be kept securely in the setting and will be available to take home once the child leaves Tugboat Nursery.

Safety and security

- Each staff member has a secure login, which is pin protected
- Staff use tablets to take the photographs for observations, which are be uploaded to the journals. The photos are then deleted from the tablet
- Staff are unable to log in on any other devices away from the setting as a Manager is required to log in first followed by the staff using their pin.
- If any member of staff suspects that login details have been compromised in any way, they must inform the Manager and new login details will be created
- Staff are to comply with the Information, Records and Confidentiality policies at all times.
- The tablets are kept in a locked cabinet in the office overnight and may not be taken home by staff members under any circumstances
- Students and volunteers will not access any child's learning journal
- When staff leave their position at Tugboat, their access will be deleted by the Manager

Tablets (as in our ICT policy)

The Nursery tablets are used inside nursery classrooms rooms and in the outside areas and may on occasion be used on outings. Photographs and videos taken with the tablets may 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 to look through their learning and be involved in planning their next steps. Tablets must only be used for internet access for the Tapestry app and may only be used for educational learning purposes for children in line with our ICT and internet policy.

Data storage

In line with GDPR, the Tapestry on-line Learning Journey system is hosted on secure dedicated servers based in the UK. All data held on our Tapestry account is owned by Little Tug Boat; we are registered controllers of data with the Information Commissioner's Office and are bound by the General Data Protection Regulation 2018.

When children leave the setting, we will either transfer the account to the new setting if they are using Tapestry, ask parents to download a copy or we will email a PDF to the parents. Written consent from parents will be sought by the Manager before information is shared with another setting. The child's information, and their Learning Journey will be permanently deleted from our Tapestry account so no data on that child will remain with us once they have left.



Outings and off-site visits policy

EYFS (2025) 3.89 Children must be kept safe while on outings. Providers must assess potential risks or hazards 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 staff to child ratios. The risk assessment does not necessarily need to be in writing; this is up to providers.

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 build Cultural Capital and achieve a fuller understanding of the world around them through direct experience.

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 8 children
- 2 – 3 year olds 1 staff member to 5 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:

- The Tug Boat Crew accompanying the visit is suitably prepared and qualified**
 - 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
- 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
- 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

Outing Leader

The Outing 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 at least one mobile for the group. This is to be used for emergencies only and never for personal uses. The phone policy is to be followed at all times, especially noting no photos of the children to be taken. Phones to be placed back in the staff box on return to nursery. Any breach of policy may lead to disciplinary action.
- 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 all staff on the trip are aware of procedures regarding missing children
- complete an 'Outings Check List'

- 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.

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.
- stay with the group and not take children away from the group at ANY POINT. Failure to comply will result in disciplinary action
- 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.

Parent Chaperones

- if parents are able to join, they are not counted in ratio
- parents do not need a DBS as they are not used in ratio or are 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.
- 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.

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

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.

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.

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?

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.

Transport

If using transport on a visit, children will be made aware of basic safety rules including:

- do not rush towards the transport when it arrives;
- stay seated while travelling on transport;
- never attempt to get on or off the moving transport;
- never run about while transport is moving or pass someone on steps or stairs;
- never distract or disturb the driver;
- stay clear of automatic doors / manual doors after boarding or leaving the transport;
- 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
- 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 short local visits such as the park. This consent will be sought when the child starts nursery. Specific consent will be sought for longer/ all day visits and visits involving any form of 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.

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

EYFS (2025) 3.80 Providers must take reasonable steps to ensure the safety of children, staff, and others on the premises in the case of fire or any other emergency. Providers must have an emergency evacuation procedure, appropriate fire detection and control equipment (for example, fire alarms, smoke detectors, fire blankets and/or fire extinguishers) which is in working order. Fire exits must be clearly identifiable, and fire doors free of obstruction and easily opened from the inside.

At The Little 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 aware of the emergency and fire evacuation plan, and risk assessments will be carried out to identify and minimize potential risks.

In case of any type of emergency, call 999.
The Nursery's address is 3 Finlay street Fulham SW6 6HE

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

- Organise a professional to carry out a fire risk assessment 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.
- Ensure routine maintenance of fire alarm, fire extinguishers and equipment and emergency lighting is conducted and any repairs completed
- Provide staff with information, fire safety training.

The appointed **Fire Safety Officer is Katherine Rowan** 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 online fire log 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 Nursery Owner immediately
- Conduct a full emergency evacuation drill at least once per term (Sept-Dec; Jan -April; May-Aug), and record the details and findings on the online fire drill log

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

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
- Ensure fire blanket is stored correctly and is easily accessible

Fire Evacuation Plan

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

- **When the alarm sounds, the priority is to evacuate the building as calmly and quickly as possible, ensuring all areas of the Nursery are checked for children.**

The Children's and Staff register **must** be taken with you. The Manager must retrieve the staff register.

- **DO NOT DELAY ESCAPE BY TRYING TO PUT OUT THE FIRE OR STOPPING TO COLLECT BELONGINGS**
- **The closest, most direct escape route 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. Everyone must go directly to this assembly point and await further instructions from the Manager and/ or Fire Wardens.
- **Registers must be checked once at the safety meeting point**
- If exit via the front door is not possible, then the back door or front classroom windows may be used as a mode of escape. If the stairs are not accessible, then stay in the in the upstairs classroom and block the doors to prevent smoke from entering.
- If at all avoidable, children must not be separated from their class.
- If it is unsafe to remain at the Fire Meeting point, the most senior Member of staff will make a decision on where to vacate to in order to remain safe.
- Once 999 Fire Services have been called and all persons are safely accounted for, the parents will be notified.
- Staff and children may only return inside the premises once a trained competent person has confirmed there is no risk and it is safe to do so.

Protective security and preparedness (Emergency plan)

In the event of a **serious incident** the Manager, or most senior member of staff will be the Incident Lead.

They are responsible for coordination, control and communication when responding to an emergency. They are responsible for, or should delegate the following responsibilities:

- leading the initial response to the incident within the setting.
- contacting the Area Director and Owner at the earliest, safest opportunity
- The emergency services should be called (Dial 999) as soon as possible and told that we are a children's nursery.
- liaising with the police to incorporate their advice into an overall site response to ensure the security and safety of all children and adults.
- making fast, clear decisions under pressure, to get people to safety.
- responding appropriately to any additional safety concerns, such as children or staff with additional needs
- communicating about the incident to parents and carers of those affected.

The Incident Lead makes effective decisions under pressure to get people to safety. However, all staff will need to play a vital role in responding to an incident

If an incident is happening:

- stay calm.
- stay silent as best as possible
- follow instructions straight away
- prioritise your safety: do not use your phone or other device for filming, taking photos, phone calls, messages, or social media. These are all distractions from your safety, and they may create noises.
- silence your devices (if they are not already turned off) - switch devices off or put them on airplane mode.

See, Check, Scan and Notify

SEE - be vigilant for suspicious activity.

This may include:

- someone trying to remain hidden or out of view.
- someone covertly or overtly taking photographs of security measures, entrances and exits, or staff.
- someone attempting to gain entry to restricted areas.
- someone loitering in restricted or non-public areas.
- someone asking unusual questions.

A vehicle could also seem suspicious if:

- it is positioned in an unusual way
- appears abandoned.
- contains passengers who are observing the setting and are not known to staff and do not appear to be dropping off or collecting anyone.
- be driving a number of times along the same route around the site.
- have window tints that restrict your ability to see inside the vehicle and its occupants.

CHECK - Use the 'power of hello'.

The 'power of hello' is about approaching a person (if safe to do so), whose activity could be considered suspicious; this can disrupt potential criminal activity. It shows the individual that you have noticed them and are aware (vigilant) of activity being conducted in and around your setting.

NOTIFY - reporting suspicious activity.

If a person or vehicle is on site and you are suspicious about their intentions or activity, then you may need an immediate police response (dial 999 for the police). It is beneficial for the person to be on site when the police are called. If the person has left the scene and the route, they took is unknown, or a significant period of time has elapsed since the incident, you should:

- contact the Anti-Terrorist Hotline on 0800 789321 or
- report the incident online or

- call 101

In the event of an emergency situation in the locality of the Nursery one or more of the following 3 procedures must be followed:

The plan will always be to remain in the building unless it is unsafe.

In all instances, the Incident Lead or most senior member of staff must call 999.

Lock down procedures

A lockdown is about locking or barricading doors and windows to delay or deter someone intending to cause harm from getting into the Nursery. The Incident Lead or most senior member of staff will ensure

- Front and back doors are securely locked using both locks (latch and main lock)
- All windows are closed and securely locked
- Only the Incident Lead or Manager will open the door if required
- All classroom blinds and shutters **MUST** be closed to prevent anyone seeing into the room.
- All lights to be dimmed or turned off if possible
- The children and staff will be kept calm and quiet during a lockdown to reduce the risk of drawing attention.

Invacuation

Invacuation is moving people inside a building to a place of relative safety. Protected spaces are locations within the Nursery that have been identified as places of relative safety, where people can hide or shelter from threats.

The children and staff should remain either all together, or all together in their class groups. Class groups should not be split up if at all avoidable.

At Tug Boat the "safe spaces" have been identified as

- The back of the Captains classroom.
- The back of the Admirals classroom

Evacuation

Evacuations are about moving people outside the building to protect from a threat in the building.

- If the Incident Lead or most senior member of staff makes the decision to evacuate, they will identify where to vacate to in order to remain safe.
- The Children's and Staff register **must** be taken with you. The Manager must retrieve the staff register.

At Tug Boat the evacuation points have been identified as

- **The front garden.** Once outside, the children and staff registers must be checked to ensure everyone has been accounted for
- If the Incident Lead or most senior member of staff decides there is a requirement to move further away from the Nursery premises, the next safe place is the gated car park next to number 2 Finlay Street. In the event it is prolonged period of time, 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
- Once at each point, they should again check the children and staff registers to ensure everyone has been accounted for
- Once safely evacuated, we will endeavour to contact the parents via the Manager's mobile phone or email 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.
- Staff and children may only return inside the premises once a competent person has confirmed there is no risk and it is safe to do so.



Food and Drink Policy

EYFS (2025) 3.62-3.72: Meals, snacks, and drinks must be healthy, balanced and nutritious and providers must have regard to the 'Early Years Foundation Stage nutrition guidance'. Fresh drinking water must always be available and accessible to children. Whilst children are eating there should always be a member of staff in the room with a valid paediatric first aid certificate. Before a child is admitted to the setting the provider must obtain information about any special dietary requirements, preferences, and food allergies that the child has, and any special health requirements. There must be suitable facilities for the hygienic preparation of food for children and that those responsible for preparing and handling food are competent to do so. All staff involved in preparing and handling food must receive training in food hygiene. Registered providers must notify Ofsted of any food poisoning affecting two or more children cared for on the premises. This must be done as soon as is reasonably practical, but, in any event, within 14 days of the incident. A registered provider who, without reasonable excuse, doesn't meet this requirement commits an offence.

Ethos

Food is such an important part of our days at The Little Tug Boat Nursery and a fundamental part of our LEARN WELL ethos. We offer a varied menu which includes dishes from around the world and plant-based meals. We regularly review our menu against the Children's Food Trust Guidelines for Early Years (<http://www.childrensfoodtrust.org.uk/>) as well as the Early Years Foundation Stage Nutrition guidance.

OUR PROMISE



Balanced menu full of wholegrains, high quality proteins, healthy fats and lots of fruit & veggies



Home made from scratch by the Tug Boat chef



High quality ingredients including organic meat, eggs, yoghurt and milk .



Active reduction in products and ingredients containing artificial preservatives, and excess sugar and salt

How our menu works

We have three different menus throughout the year; one for each season. We communicate our new menus in January, May and September.

Each season is comprised of weekly menus which rotate through the weeks and across each day we ensure the children enjoy a tasty and healthy balance of wholegrains, proteins, fats and fruit & veg.

Our lunches also follow a 4 day rotation

- White meat (eg. chicken or turkey)
- Red meat (eg. beef or lamb)
- Plant based
- Fish

Most of our teas are also plant-based, except on the days where we have a vegetarian lunch. In this case, we will have either eggs or fish as part of our tea.

We don't believe in "hiding" or "sneaking in" vegetables so that the children eat them; instead, we introduce a large variety of veggies to the children, and we persevere with gentle encouragement.

We also strive to be inclusive and as a result, from time to time, we will have foods which may typically be associated with special dietary needs for the whole Nursery. For example, gluten-free muffins for all children at snack time.

Meal times at Tug Boat

Meals are served at approximately the following times:

08:00- 08:30	Breakfast
10:00	Snack
11:45	Lunch
14:30	Milk
16:00	Tea

Please note that breakfast is cleared up at 8.30am promptly such that the classrooms can get on with their activities of the day. If you wish your child to eat breakfast with us, please ensure they are dropped off in good time.

Just like a family meal, we all sit together at meal times, both children and teachers. This is an important time to have a chat and also for the teachers to role model great eating habits. We will regularly chat about what we are eating and why e.g. "to make us strong and give us energy".

The teachers also use mealtimes as an opportunity to re-enforce and practise good health and hygiene, such as washing hands before and after mealtimes, encouraging the children to serve themselves, to helping to set and clear the table. Mealtimes are a great opportunity to continue supporting the children's independence.

We also encourage the children to take part in regular cooking activities as we think it's so important the children explore and engage with different ingredients and play a part in preparing food for themselves.

Members of staff are not permitted to bring their own food or drink in to the rooms at any time. Any food brought on to the premises must comply with the Nursery's no nut policy and must be consumed in the staff room.

Safety

Tug Boat follows the Code of Practice for Food Safety (General Food Hygiene) Regulations 1995. The aim of this is to identify, monitor and ensure effective control of critical points in relation to food safety. We also follow the EU Food Information for Consumers Regulation: Food Labelling Rules of December 2014

The implementation of effective safety and hygiene in the kitchen is the responsibility of the Nursery Chef. Our kitchen is inspected by the local authority environmental health authority. At present we hold a food hygiene rating score of 5 out of 5.

The Room Leaders are responsible for overseeing food and drink safety in the rooms.

We do not allow parents to bring in any food or drink for the children to eat at Nursery, with the exception of formula, such that we can safely manage allergies within the Nursery.

Personal Hygiene

All members of staff will adhere to the following:

- Hands to be washed thoroughly before entering the kitchen, after touching high risk food or after using the bathroom
- Hair is to be pinned back and protective clothing (apron) to be worn when preparing food
- No jewellery should be worn. Finger nails should be kept short and clean
- Cuts will be covered using a blue plaster
- Coughing, sneezing, touching hair, face, nose or licking fingers is all unacceptable
- The entire nursery is smoke-free
- Any person with vomiting or diarrhoea will be excluded for 48 hours

Children are also taught to wash their hands before meals.

Kitchen Hygiene

Purchase

- Food produce will only be purchased from reputable suppliers
- All high-risk food will be transported in cool bags
- On receipt of food, all foods will be checked for quality. Tins of food will be checked for dents or damage and vegetables and fruit will be returned to supplier if they are not completely fresh
- The temperature of food will be checked before it is put in the fridge or freezer

Storage

- Food stored in the fridge and freezer will be kept at a safe temperature and recorded. The fridge will be maintained at 0°C to 8°C and the freezer at -18°C to -21°C
- Cooked food will be kept separate from raw food at all times
- Containers supplied by the Nursery used in the fridge and freezer and any opened produce will be suitably covered or sealed and labelled with the correct 'use by' date
- Stock will be used by the recommended dates and rotated efficiently

Preparation and Serving

- Hands will be washed before and after handling food
- We will endeavour to limit food exposure to room temperature during preparation
- All fresh produce will be washed appropriately
- Each type of food has its own coloured chopping board and knife and correct equipment will be used
- When cooking, all food will be cooked until the thickest part reaches at least 75°C
- All foods will be served as quickly as possible to avoid contamination

Any incidents of food poisoning affecting two or more children will be recorded and reported to Ofsted. A risk assessment will be conducted and the event will be investigated to prevent any further illness.

General Hygiene

A strict cleaning system is used in the kitchen and rooms throughout the day.

All surfaces will be cleaned and sterilised throughout the day using anti-bacterial spray and disposable paper towels. Dishes will be washed in hot soapy water and then sterilised in the dishwasher after which, they are air dried. The floors will be swept and mopped at the end of each day and as and when spillages occur.

Safer Eating

- Whilst children are eating there should always be a member of staff in the room with a valid paediatric first aid certificate.
- Food is provided with consideration of texture for chewing ability and cut to appropriate size and shape
- Staff must sit with the children during meals and snacks

- Children with risky eating behaviours are monitored (e.g. rapid eating, overfilling mouth)
- We ensure we provide a calm environment while eating to eliminate distractions.
- Babies and young children are seated safely in a highchair or appropriately sized low chair while eating

Weaning

- We will work with parents and/or carers in regard to introducing solid foods, including to understand the textures the child is familiar with. Assumptions must not be made based on age. We prepare food in a suitable way for each child's individual developmental needs, working with parents and/or carers to help children move on to the next stage at a pace right for the child. The NHS has some advice which may be useful to refer to: Weaning - Start for Life - NHS (www.nhs.uk).
- We will not introduce new foods to a child at Nursery. We have a 'high risk foods' list which parents will sign before we include these in the children's meals.

Choking

- We prepare food in a way to prevent choking and have regard to the guidance on food safety for young children: Food safety - Help for early years providers - GOV.UK (education.gov.uk) which includes advice on food and drink to avoid, how to reduce the risk of choking.
- **Children must always be within sight and hearing of a member of staff whilst eating.** Choking can be completely silent therefore it is important to be alert to when a child may be starting to choke.
- Practitioners should sit facing children whilst they eat so they can make sure children are eating in a way to prevent choking and so they can prevent food sharing and be aware of any unexpected allergic reactions.
- If a child experiences a choking incident that requires intervention, we will record details of where and how the child choked and parents and/or carers made aware. This will also be reviewed for trends or common features and appropriate action taken to address any identified concerns.

Special Requirements

The Little Tug Boat caters for children with weaning needs and special dietary requirements, including allergies. We do not cater for preferences. Before a child joins the Nursery, we obtain information about any special dietary requirements, food allergies and intolerances that the child has, and any special health requirements. This information is shared with all staff involved in the preparing and handling of food and displayed in each room.

All staff receive allergy awareness training and are aware of the symptoms and treatments for allergies and anaphylaxis and know the differences between allergies and intolerances.

Special requirements are recorded and a copy of which will be kept in each room.

It is the parent/ carer responsibility to ensure the Nursery Manager is updated in writing regarding any changes or requirements regarding their child's diet.

Special diet/requirements procedure

- Presenting an Allergy
Special diet forms are presented to the parent who indicates their child's allergy or special requirement. This information is passed onto the Manager who informs all staff verbally and adds the information to the special diets kitchen poster and each individual room's special diets board.
- Presenting the Food
Each child who has a dietary requirement has a Green bowl or plate indicating a requirement.
If the child is able to have the general meal and no allergens are present, they will be able to dish up themselves in the room, but will still use the Green bowl/ Plate.
If they cannot have the main meal, their food is pre-dished and labelled in the kitchen and then served in the green bowl or plate.
The chef informs staff receiving the food of the allergens present in the meals, and details of specific meals for children presenting allergies
- Serving Food
Parents receive the seasonal menu by the Manager which contains details of the meals to be served and the allergens present. A copy of this menu can be found in each room.
The Room leader is to serve the food to any children with allergies and has the responsibility to ensure that other staff are aware of allergens present in the meals
A child on a different meal will sit next to a member of staff and when the allergy is severe, after parent consent, the child will sit at a separate table with a member of staff.
When an allergen is part of the meal the child with severe allergies must be kept away of food spillages until the room is completely cleared of food.
- Keeping Information up to Date
Photos should be updated on an annual basis throughout all the rooms and on related documents.

It is the Parents responsibility to inform the Manager in writing if there are any changes to their child's requirements.

Nuts

Tug Boat is a nut-free zone.

Nuts are full of natural oils that leave residues. While these residues can be removed with common household cleaners, it can be difficult or impossible to clean tables in the middle of lunch, for example, or for staff to know to clean oils off tainted walls or doorknobs during the school day. So we are not free to avoid cross-contamination.

There is the danger that allergic children may be led into a false sense of security, so we will continue to develop their understanding of their allergies, teach them how to avoid nuts and help them to be responsible for what goes into their own bodies.

Any food provided for the children will not contain nuts. We cannot however, guarantee that food will be free from nut traces.

We ask parents to please refrain from bringing any products containing nuts into the Nursery environment, such as chocolate boxes for staff.

If nuts are brought onto the premises the Manager or Deputy must to be informed immediately and the nut product will either be returned to parents, or disposed in the bins outside the premises.

Drinks

At Tug Boat we have water available for the children to access throughout the day and the staff encourage the children to drink. We do not offer juice or any other types of drinks.

The children are offered organic whole pasteurised milk to drink and babies are offered formula or breast milk until parents inform us they wish to move on to cow's milk.

All formula milk is prepared according to manufacturer's instruction. Younger children are offered their milk or water in bottles or beakers and are encouraged to move on to cups when they are able to drink without spilling.

No hot drinks are allowed in the rooms for safety reasons.

Birthdays

For children's birthdays, parents are welcome to bring in non-food items to help their child celebrate, for example, party hats. We do not serve birthday cake at Nursery as we recognise not all parents wish for their children to eat cake on a regular basis, and we encourage this to be saved for birthday parties at home.



Messy Play and Risky Play Policy

EYFS (2025) 1.6: The development of children's artistic and cultural awareness supports their imagination and creativity. It is important that children have regular opportunities to engage with the arts, enabling them to explore and play with a wide range of media and materials. The quality and variety of what children see, hear and participate in is crucial for developing their understanding, self-expression, vocabulary and ability to communicate through the arts. The frequency, repetition and depth of their experiences are fundamental to their progress in interpreting and appreciating what they hear, respond to and observe.

At The Little Tug Boat Nursery we are committed to supporting the importance of play, both indoors and outdoors, and embrace age appropriate risk taking and messy play.

All children are actively encouraged to have a curiosity approach to learning and to participate in "Messy Play" activities. We ensure these activities are age appropriate and are linked to the Early Years Foundation Stage and our curriculum, which actively promotes their creative and sensory development. Messy play encourages children to become little scientists, learning about the properties of different materials as they play with them. Children learn to explore and experiment using all their senses. They can feel, smell, touch and mix to see what happens next, developing hand/eye coordination and fine motor skills all while having fun as they learn. Practitioners are to encourage children to experience spontaneous awe and wonder activities such as snowfall.

Messy Play activities are always carefully organised and materials used are thoroughly inspected to ensure the safety and well-being of the children.

- We always check for allergies and dietary requirements before engaging in activities with food, such as baking or playdough
- We have a messy play risk assessment which guides activities in the classroom

The Manager is responsible for checking all items used for messy play. Items which have not been signed off by the Manager may not be used in the Nursery.

Types of Ingredients used in Messy play include (this list is not exhaustive) shaving foam, bubbles, flour, and things found in nature such as sticks, mud, leaves and flowers

Using Food Items in Messy Play

We chose not to use food items for play and use natural materials where possible.

Where food products are used, such as flour for playdough, allergies and dietary requirements are always considered. Food can also be used for tasting or sensory experiences, as this supports young children's exploration and natural curiosity with trying new tastes and textures.

High risk items, such as Water beads, Raw Jelly and Grapes are must not be used under any circumstance in any type of messy play activities.

Supervision of Messy Play

The health and safety of children remain paramount as we engage in messy play activities.

- For the Under 2's, any messy activities must be fully supervised by at least 1 Practitioner at all times. The Practitioner is expected to be fully attentive at all times and encourage correct use of messy play ingredients. Specifically, the supervising Practitioner will ensure dried foods are not ingested by children.
- **Students and temporary staff may not be used in these ratios**, although they can be used as an additional pair of hands
- Ingredients used in messy play must have been approved by the Manager
- Any food products used for messy play, which are required to be cooked or have hot water added, will be prepared by the staff in the kitchen, before the nursery opens or else prepared by the chef on the day in the kitchen.
- All food products used for messy play will be stored out of reach of the children
- Where liquid messy play is in progress ie. water, bubble bath, shaving foam, messy play trays must be secured with a non-slip mat or towel
- Practitioners must ensure the area surrounding the messy play activity is kept safe for children and staff at all times.

Disposal of messy play

- Disposing of all messy play includes both indoors and outdoors. Messy play **MUST** be disposed of **ONLY** in bin bags and not down the drains (sinks or toilets) and placed into the bin
- All messy play is to be cleared up by the team and not left for the cleaner. This for example, includes sweeping up all sand/ soil/ food etc and putting in the bin **BEFORE** mopping the floors.
- Only water/ fluids is to go down the sink. All food waste and debris is to go into bins
- In the garden, messy play is to be offered on a tarp or solid floor, where it will not sink into the turf/ astro turf. All debris from any messy play is being disposed of in the bin and not left to seep down into turf

Risky Play

We endeavour to create an atmosphere where children can learn to take healthy risks in a controlled environment. Risky play is encouraged at Tug Boat Nursery as children who take risks learn negotiating skills, understanding, judging and can make judgments about their own capabilities.

Practitioners make it safe by:

- Supporting children to develop a sense of their own boundaries and manage personal risks
- Discussing with children how to keep themselves safe
- Role modelling expectations for behaviour
- Observing the children and identifying those who need greater challenge or specific support
- Carrying out health and safety checks/risk assessments of all equipment and reporting faults/ damage promptly to the Nursery Manager

Room Leaders and Management are responsible for carrying out health and safety checks on all equipment used for risky play and completing individual risk assessments. Items which have not been signed off by the Manager may not be used in the Nursery.

Supervision of Risky Play

The health and safety of children remain paramount as we engage in controlled and age appropriate risky play. The following guidance must be strictly adhered to at all time.

- **All risky play activities must be fully supervised at all times by a Practitioner, who is expected to be fully attentive at all times**
- **Students and temporary staff may not be used in these ratios**, although they can be used an additional pair of hands
- Equipment used in risky play must have been approved by the Manager
- The Nursery has a separate Risk Assessment for the outdoor climbing frame



Nappy Changing and Toileting Policy

EYFS (2025) 3.86 Providers must ensure there is an adequate number of toilets and hand basins available, a separate toilet facility for adults and suitable hygienic changing facilities for changing any children who are in nappies. Children's privacy must be considered and balanced with safeguarding and support needs when changing nappies and toileting.

The aims of this policy and procedure are:

- To safeguard the rights and promote the welfare of all children;
- To provide guidance and reassurance to staff who are required to toilet/change a child's nappy;
- To provide guidance for Parents/ carers
- To protect children from discrimination and ensure inclusion for all.

At The Little Tug Boat Day Nursery, staff will endeavour to follow these principles when nappy changing and toileting:

- Children have the right to feel safe and secure;
- Children will be respected and valued as individuals;
- Children have a right to privacy/dignity when staff are meeting their needs;
- Children are supported in their understanding of nappy changing and toileting procedures so that they are led to independence.
- We will ensure all staff are familiar with our Safeguarding and Child Protection policy to develop children's resilience and to protect them from any form of abuse.
- Staff will be trained in good working practices which comply with Health and Safety regulations as set out in our Health and Safety Policy.
- If a situation occurs that causes staff concern, such as through the actions or comments of a child, the manager, or the Lead Designated Safeguarding Officer and/or the deputy should be called upon.
- Staff will be trained in the area of intimate/personal care for children with specific needs and procedures for safe moving and handling when required.
- Older children would be encouraged to build on their independence in self-care skills

Nappy Changing

It is important that children are changed in a reassuring and caring way and it is important that we signal our intention to change a child's nappy and ask for the child's consent, as appropriate for their development. That means we do not give children the message that just anyone can pick them up, take them off and undress them.

- Only regular cover staff, who hold a clear DBS will be allowed to undertake nappies changes or toileting
- All nappy changes will be recorded on our changing records and any concerns will be noted and shared with the manager.
- No Volunteers, Students, agency or ad hoc cover staff are not allowed to change nappies or toilet children.

Toilet training

At Tug Boat we aim to support the children through the transition from using nappies to using the toilet independently. It is an important milestone and we encourage the children to progress by providing support and praise. We believe that working with the parents is essential to the child's success and therefore aim to give advice and helpful ideas to their families. Potty training can be a very daunting process for parents but please be assured that our staff will work with you every step of the way to ensure the process is a smooth one.

When is a child ready?

Learning to gain control of bowel and bladder movements can be a complicated process and the child needs to be emotionally and physically ready to potty train. The child will learn to be able to understand and know how to react and respond to the feeling that they need to empty their bladder or bowel.

We assert that parents should have confidence in their own ability to judge the right time for their child and we encourage parents to not feel pressurised to start before they and their child are ready. There is no 'right' age to potty train and each child will have their own 'right' time. Most children show signs of readiness to potty train between 18 months and 3 years.

If the parents think their child is developmentally ready to start using the potty we will endeavour to support them and their child to the best of our ability. If staff members feel a child is ready to learn to use the toilet they will talk to the child's parents and discover how they feel. Please be aware that it can take longer for a child to potty train at nursery as there is so much more happening within the environment than at home.

Signs of readiness:

- Can manage to stay dry for at least two hours between wet nappies.
- Regular or predictable bowel movements.
- Indicating awareness that a bowel or bladder movement is occurring - perhaps by interrupting what they are doing and concentrating; telling you that they are wet or showing discomfort when the nappy is soiled.
- Able to understand simple instructions such as 'find your potty' or 'do you need a wee?'
- Able to express their needs to adults in a suitable way
- Able to sit on and get up from the potty with only a little help.
- Showing an interest in others using the toilet and imitating.

Preparation

We encourage parents to try to plan ahead with potty training, ensuring that there are not too many changes at once, and to choose a time when there are few distracting events so they are prepared and able to commit time. Please let the staff know if there is any preferential terminology you wish for us to use in relation to any body parts or movements.

In order to maintain continuity for the child, once the decision has been made to start potty training, the staff and parents will discuss the methods they both feel will work best for the child. We will most likely start by talking to the child about what is going to happen, reading some books about using the toilet or perhaps using role play with dolls to further the child's understanding of the process. If parents wish to do so then they can encourage their children to go shopping to help choose their potty and pants.

Please ensure that the child's clothes are easy to pull up and down without any fiddly fastenings, belts and buttons. Tugboat does have a limited supply of spare clothes for emergencies, but we ask that parents also bring in sufficient spare clothes, including spare socks, for the staff to dress the child if they should happen to have an accident.

Potty training guidance

We firmly believe that every child is unique and so we use flexible methods suited to individual children's needs and pace.

On the first few days, we remind the child regularly to use the toilet throughout the day. A short while after they have had a drink, we will also ask if they want to use the toilet/ potty. They are given appropriate praise and encouragement for using the toilet or for having a try.

We encourage the child to sit on the potty or toilet regularly but not too often that they may become bored. Neither will they be encouraged to sit for too long a time if they are not passing anything. As a rough guide, they will only be sat down for no longer than two or three minutes.

We will never force a child to sit if they resist. Once we believe that the child is capable of asking for the toilet or is confident going by themselves, we will reduce the amount of times we remind them to go. At first, we will put your child back in nappies sleep time, until the parents and staff feel the child is capable and dry throughout the day. A child can be considered potty trained when they are able to use the potty or toilet fairly independently. This means they know when they want to go and are able to react by using the potty or toilet.

All staff members are happy to deal with accidents and understand that having accidents is a part of the learning process. We ensure that these are dealt with in a calm and sympathetic way which does not make the child think they have done wrong. If there are lots of accidents and very little progress we may discuss this with the parents and consider going back to nappies and leaving potty training for a while until they seem ready to start again.

Whilst the child is potty training the staff members in the room will keep the parents informed on their progress. We understand that due to changes in routines or at home some children may regress. If the child has been dry for a while and they begin to have accidents the key person will work with the parents to support the child through this time.

Hygiene

Staff need to wear disposable gloves and aprons when dealing with any body fluids. Children being able to wipe themselves can take a while to master and is quite difficult for most young children, so we help them with this initially. However, we introduce the idea and begin to practice when we feel the child is ready and slowly foster their independence.

Children and staff will wash their hands every time after using the toilet facilities and the children will be encouraged to develop their autonomy in washing their own hands.

We have a potty available for children to use, however if we feel the child is capable then we encourage them to use the toilets for health and hygiene reasons. After a child has used a potty, the contents will be poured into a toilet and flushed away. The potty will be rinsed and sprayed with a disinfectant and will then be dried using paper towel and be safely stored.

In accordance with the guidance provided by the Health Protection Agency, any wet clothing will be placed immediately into a waterproof bag and sealed for the parents to take home. Any solid contents in soiled underwear will be carefully tipped into a toilet, avoiding any splashing and then flushed away. The item will then be placed in a waterproof bag and sealed for the parents to collect and wash at home. We understand that it may not be pleasant receiving a bag of soiled clothes but in order to protect the staff and children's health it is our policy not to wash or sluice any soiled clothing. Parents are welcome to let the staff know if they prefer the item of clothing to rather be discarded.



Transition Policy

EYFS (2025) 3.41 Each child must be assigned a key person. Their role is to help ensure that every child's care is tailored to meet their individual needs, to help the child become familiar with the setting, offer a settled relationship for the child and build a relationship with their parents and/or carers. They should also help families engage with more specialist support if appropriate.

At The Little Tug Boat Nursery, we endeavour to ensure a smooth and seamless transition for all of the children that attend. We strive to provide a positive experience of transitions for our children, which will not hinder their wellbeing, learning and/or development.

We understand that each child is unique and that each child will experience a different transitional process.

Our aims are:

- To create a positive environment in the nursery for each child
- To listen to the voice of the child
- To ensure that each child's needs and interests are being met during their transition
- To work collaboratively with parents and carers to ensure a smooth transition
- To take into account each child's transitional process
- To be aware of any changes in the child's behaviour throughout their transitional process
- To ensure that staff members work collaboratively and communicate with each other

Procedures

At Tug Boat Nursery, we work to create a smooth transition in joining the Nursery by:

- Inviting the parents for a meeting with a practitioner from their child's new room to discuss the child's interests, needs, background and dietary requirements and to complete all necessary paperwork, including an 'All about me' form.
- Inviting the child and parent/carer for a settling in session at an appropriate time. The parent/carer will be given the option to leave the premises, depending on how comfortable the child is at Nursery. The session lasts for one hour or more, depending on the child. If the child does not feel comfortable after the first settling in session, another session will be scheduled.
- Allocating a consistent member of the team the family during settling in. The key person will be decided after the first 4-6 weeks of a child's time with us and be determined by whom the child and parents bond best with, as well as workload of Key Persons.
- Supported closely in their transition by the member of staff whom they form an attachment to
- Ensuring that the practitioners communicate effectively with parents/carers during the transitional period by giving regular feedback at the end of the child's day. We also provide feedback over the phone or e-mail throughout the day in order to satisfy the parent's needs.
- Any transitions are discussed between the Manager and relevant staff in advance

Classroom Transitions

At Tug Boat we recognise the importance of supporting children through their room transition between the classes.

The Manager and Practitioners at Tug Boat ensure that they communicate with each other when they feel it is the appropriate time for the children to move to the next room and share any relevant information.

We then speak with the parents and send an email to confirm transition dates and when they will be moved to the next room, as well as whom their new key person will be.

A meeting/ phone call is set up with between the parents and the new key person to discuss the child's development and a new 'All about me' form is completed.

The child's current key person will discuss the child's needs and learning journey with their new key Person and if required, to begin with, the child's previous key person will spend time with the child in their new room until we feel they are happy to be in the new room and have familiarised themselves with their new environment and routine.

Exiting Transitions

The Nursery recognises the importance of supporting pre-school children who are preparing to attend reception class at their new big school. We are in contact with the schools that the children will be moving onto, helping them with school reports or if they would like to visit us. At Tugboat, we celebrate school-readiness with each child individually by focusing on a specific big school topic in the Summer before they move to Big School. Throughout the topic practitioners use effective communication skills and language in order to broaden the children's knowledge about their next step and to take pride in their achievement. For children who move on, either for reception or to another nursery, we aim to share their learning journals through Tapestry. This will be done with parents' consent.



Weather Safety Policy

Sun Safety

At The Little Tug Boat Nursery, we are committed to ensuring that all children are full protected from the dangers of the sun. In line with the guidance published by Public Health England, we follow the procedures outlined below to ensure that we keep the children and Staff comfortable and safe in the heat.

Children's susceptibility to high temperatures varies; those under four years of age, who are overweight, or who are taking certain medication may be at increased risk of adverse effects. Some children with disabilities or complex health needs may be more susceptible to high temperatures.

Children cannot control their body temperature as efficiently as adults during hot weather because they do not sweat as much and so can be at risk of ill-health from heat. Heat-related illness can range from mild heat stress to potentially life-threatening heatstroke. The main risk from heat is dehydration (not having enough water in the body).

Heat stress

Children suffering from heat stress may seem out of character or show signs of discomfort and irritability (including those listed below for heat exhaustion). These signs will worsen with physical activity and if left untreated can lead to heat exhaustion or heatstroke.

Heat exhaustion

Symptoms of heat exhaustion vary but include one or more of the following:

- tiredness
- dizziness
- hot, red and dry skin
- headache
- nausea
- vomiting
- confusion

Heatstroke

When the body is exposed to very high temperatures, the mechanism that controls body temperature may stop working. Heatstroke can develop if heat stress or heat exhaustion is left untreated, but it can also occur suddenly and without warning.

Symptoms of heatstroke may include:

- high body temperature - a temperature of or above 40°C (104°F) is a major sign of heatstroke
- red, hot skin and sweating that then suddenly stops
- fast heartbeat
- fast shallow breathing
- confusion/lack of co-ordination
- fits
- loss of consciousness

In case of any children or adults suffering from heat illness, we will follow our First Aid training. These are as follows:

Measures to reduce body temperature should be taken immediately by

- moving the child to as cool a room as possible and encouraging them to drink cool water (such as water from a cold tap)
- cooling the child as rapidly as possible, using whatever methods we can. For example, sponge or spray the child with cool (25 to 30°C) water; if available place cold packs around the neck and armpits, or wrap the child in a cool, wet sheet and assist cooling with a fan

We will call 999 to request an ambulance if the person does not respond to the above treatment within 30 minutes.

If a child or adult loses consciousness, or has a fit, they must be placed in the recovery position and 999 will be called immediately.

Any sun related accidents will be written up in line with our accident policy.

Clothing

Children must have a clearly named sun hat to be worn at all times while outside in sunny weather. The hat will ideally have a wide brim to provide additional protection.

Parents are encouraged to dress their children in appropriate, lightweight clothing and children are allowed to wear named UV protection sunglasses

Sun cream

We provide branded factor 50+ sun cream, which blocks both UVA and UVB and has been formulated for young children's sensitive skin. Parents are able to provide their own, named sun cream if they prefer. Staff are aware of the expiry date and discard sunscreen after this date.

Parents must apply suncream BEFORE Nursery as the children do go into the garden close to their arrival time in the mornings. We will then reapply suncream at least 15 minutes before children go into the garden in the afternoon.

Keeping hydrated

Children are encouraged to drink cooled water more frequently throughout sunny or warm days and this will be accessible throughout the day, both indoors and out.

Education

Children are made aware of the need for sun hats, sun cream and the need to drink more fluids during hot weather. Sun protection is discussed interactively with all children and learning activities are used to teach them safe sun habits.

Parents and carers are informed of the importance of sun protection through information sent home in newsletters.

Staff are requested to act as positive role models by wearing suitable clothing, hats and sun cream, drinking plenty and keeping in the shade whenever possible.

Protecting children outdoors

During periods of high temperature the following steps will be taken:

- Staff will make day-to-day decisions about the length of time spent outside depending on the
- strength of the sun.
- Children are not in the direct sunlight between 11.00am–3.00pm on hot days.
- children will not take part in vigorous physical activity on very hot days, such as when temperatures are in excess of 30°C
- we will encourage children playing outdoors to stay in the shade as much as possible. Babies will be kept completely in the shade.
- children should wear loose, light-coloured clothing to help keep cool and sunhats with wide brims to avoid sunburn

Protecting children indoors

During periods of high temperature the following steps will be taken:

- we open windows as early as possible in the morning before children arrive, to allow stored heat to escape from the building
- we almost close windows or draw blinds when the outdoor air becomes warmer than the air indoors - this should help keep the heat out while allowing adequate ventilation
- if possible, we will use those rooms which are less likely to overheat, and adjust the layout of teaching spaces to avoid direct sunlight on children
- we may use portable air conditioning units and oscillating mechanical fans to increase air movement

Extreme Cold/ Snow Day

In the event that the weather is extremely cold, we will assess if it is appropriate for the children to engage in outdoor play or Outdoor Adventures. This may mean only being outside for a limited amount of time and ensuring that children are appropriately dressed for being outdoors.

At all times the safety of our children and staff is paramount and so if the snowfall is heavy enough to make travel unsafe and our team are unable to get to Nursery, then we may need to close as we will not be able to cover our legal ratios.

Similarly, if snow continues to fall during the day, we may need to close early to allow children and the team to get home safely. We will let parents know via email if we need to take any of these actions, and of course will do our very best to minimise any disruption.



Mental Health at Work Policy

At Tug Boat we strive to provide a supportive environment and as part of our wellbeing ethos, believe in supporting strong mental health. We promote mental health awareness and encourage open conversations about any problems our team may have and are able to signpost them to support.

For our team,

- We encourage open the discussion about mental health during recruitment and induction process and also assess how our team is doing through our regular touch bases and open door policy
- Management are always available for private discussions and support
- We encourage healthy habits such as regular sleep, exercise, healthy eating, time outside in the garden and social contact
- We believe we provide good working conditions and encourage a healthy work/ life balance, such as through accruing additional annual leave after the first year of employment and being offered healthy meals at work
- We arrange our staffing to ensure the team are supported through strong leadership and qualified and able team members
- We have a zero tolerance to bullying or negativity and encourage a culture of support and growth
- We aim to reduce unnecessary paperwork, provide coaching and development and encourage the team to take ownership of their personal development, championing their achievements

Some people may need support at various times in their lives and we can signpost them to a variety of support. These are

www.mind.org.uk

<https://www.mentalhealthatwork.org.uk/toolkit/ourfrontline-keywork/>

<https://www.nhs.uk/oneyou/every-mind-matters>

<https://www.mhm.org.uk/pages/faqs/category/helpful-resources>

Counselling Service

We also have access to a counselling service so that our team (including family members permanently living with them) needing confidential help and advice, can speak with ARAG's qualified counsellors are available to provide telephone support on any matter that is causing upset or anxiety - from personal problems to bereavement.

To contact the service, phone 0333 000 2082. The counselling service helpline is open 24 hours a day, seven days a week and it is free.