



Policies and Procedures part A



Promoting British Values Policy

In 2015 the government announced that promoting British values was to become part of the early years curriculum with links to the Prevent duty.

The prevent duty is to ensure that all children including the very young are protected from being radicalised from an early age and in reality British Values should be included in everything we do as they include:

Promoting democracy – we all have a voice and the right to be listened to; children’s learning journals will include their own comments etc.

Promoting the rule of law – right from wrong is taught at childhood, activities can include the police in a ‘people who help us’ theme.

Teaching mutual respect and tolerance - ensuring children have the right to say ‘no’ and be respected for their choices, including knowledge of world religions and festivals, cultures, blended families, disability, equality of opportunity to teach children about the world in which they live.

Early years providers are inspected on how they promote these values within the setting and so I will promote British values to meet the EYFS by

- encouraging ground rules through play to enable children to build positive relationships; respecting others, being kind and helpful, valuing family and friends and the world around us are a part of our values needed to grow into level headed adults.
- planning activities to help children learn about different religions, cultures, faiths and beliefs, equality, sharing, taking turns and respecting each other’s feelings, teaching right from wrong and looking after our environment linking topics to Britain when possible and the knowledge of how we are part of a much wider world.
- aiming to prepare children for life in modern Britain, as it has undergone rapid economical change and become more diverse than it once was
- aiming to teach our children that it is possible to live together peacefully, each of them a valuable part of our multicultural world
- work closely with parents to let them know what types of things I will cover and how the EYFS requires me to provide ideas which they can use at home.
- remembering that all activities must be age appropriate for individual children’s learning needs; there is little point making Diwali candles with a 1 year old who will probably eat them, but they can still sit in a highchair at the same table to be included to build their familiarity with joining in with the group and so on.
- teaching children to be kind, helpful and respectful of others - at all times
- teaching children to be part of their local community - toddler groups, parks
- planning to celebrate festivals and mark special days from the world around us - crafts, think about the children in my setting and our neighbours first for pointers
- teaching the children about compromise – how often we have different beliefs but we can all play together in the same house or group setting and respect each other and learn the British value of similarities and differences
- teaching children to work together – by providing a problem or projects that involve everyone, plan group times or games where children learn to listen, take turns and value contributions from others to work together towards a common goal
- teaching children about the world in which they live through books, posters, planned activities, resources, outings and much more
- teaching children to listen and respect others



Promoting British Values Policy

Here are some ways in which I aim to teach children about life in modern Britain:

- using the seasons, weather, special days etc to plan meaningful learning experiences about the world around them
- showing children the work of sculptors and artists to inspire creativity, listening to music to promote dance and drama (and listening skills of course)
- extending learning by using the library and online to learn to respect others by introducing music, dance, art etc from around the world.

Other examples are in the tables that follow.

Prevent duty Guidance

This requirement is about protecting children online

- I will have security in place on computers, tablets and laptops to keep children from chat rooms and other places where they might be exposed to radicalisation or extremism
- Irrelative of culture it is my responsibility to ensure children are safeguarded and kept safe and healthy, but still have access to new opportunities.
- FGM is another area I am aware of so that I can protect certain young girls from this type of abuse where possible

Other examples

Teaching the children about Valentine's Day

Activity	British Value
Look at Valentine's Day cards in the local shops	making links in the local community
Design your own cards to give to family and friends	valuing family
Talk about how children across the world will be sending cards to their family and friends	we live in a multicultural and diverse world
Let parents know that you are making cards and provide some resources so they can help their child learn more about hearts, flowers, colours etc at home	working working with parents



Promoting British Values Policy

An outing to the local park for a picnic

Activity	British Value
Look at flowers, trees, ducks etc	learn about the world in which we live and be proud of what we see around us
Pick up litter after the picnic	respect the natural world and teach children to respect the law, learn right from wrong and to have social responsibility
After the picnic, visit the library for story time	promote a sense of belonging in your local community
Make a big flower picture after an outing	learn more about nature and the natural world links to the EYfs Understanding the World, using media and materials links to the world and Expressive Arts and Design

Within your local community or in your provision some of the children might be celebrating Diwali, so you plan some activities to involve all the children in

Activity	British Value
Making Diwali / Diva lamps	Teaching children about light and dark – EYFS - understanding the world
Talking about the importance of light in different religions eg candles at Christmas, St Lucia's Day (Sweden) and Hanukah (in the Jewish calendar)	learning about our own and respecting other faiths and beliefs

A session to work through your behaviour goals with the children

Activity	British Value
Each child has their turn to talk about what they think is important	each child has a voice and is listened to; they feel important and that their views will be included
You talk to the children about appropriate behaviour	learning about right and wrong
A behaviour goals poster is produced and every child has contributed their ideas	we live in a democracy



General Data Protection Regulation

Statutory Framework for the Early Years Foundation Stage 3.67, 3.68, 3.69, 3.70, 3.72

Introduction to the GDPR

General Data Protection Regulation, or GDPR supersedes the UK Data Protection Act 1998 on the 25th May 2018 to reflect the advances in information technology over the last 20 years and therefore the changes in the way in which we can collect, manage, store and share data.

The Information Commissioner's Office (ICO) will regulate GDPR and issue enforcement notices, monetary penalties or even prosecutions for non-compliance. As this is new legislation I have chosen to include the lengthy details to ensure there is full compliance and understanding.

The General Data Protection Regulation requires all businesses to:

- Know what data they have and why they have it.
- Manage data in a structured way.
- Ensure data is stored appropriately and personal/sensitive data is secure.
- Know who is responsible for collecting, handling and processing data.
- Record information that has been shared with others – what was shared, with whom, when and why.
- Communicate clearly with service users what data is collected, how it is processed, for what purpose, and with whom information may be shared.
- Respect individual's rights with regards to access, processing and erasing of data.
- Promote a security aware culture for all staff and clients.

As an Early Years Provider I will show I understand the GDPR and meet the EYFS requirements by:

1. **registering with the ICO** as a data controller and any other staff or assistants that work with me. Childcare providers fall into the role of a data controller as they collect information about children and their families. The annual fee for a data controller is £35
2. ensuring that all information collected about children and families I care for and any staff or assistants is with a **clear purpose** in mind. I will detail what information I collect, the methods used, why is it necessary for me to have this information, what it is used for and who it will be shared with.
3. communicating **privacy information** clearly with parents and staff eg: what my data management processes are (please see confidentiality and privacy policy),
 - 3.1 what information I am collecting,
 - 3.2 my lawful basis for data processing (why I require this information and how it will be used),
 - 3.3 the methods I use to collect and securely store information,
 - 3.4 whether anyone else such as staff or assistants within my setting has permission to collect or access information
 - 3.5 if information is shared with anyone else and why
 - 3.6 what method I use to share information (please see Data Sharing Agreement)
 - 3.7 how long data is stored for and how it is destroyed
 - 3.8 individual's rights regarding collection, processing and access.
4. ensuring I do not fail to meet your **individual rights**. The GDPR requires individuals to have certain rights regarding the data held about you which includes the following
 - 4.1 the right to be informed; information collected and what I use it for, information about any changes in how I collect, manage and store data
 - 4.2 the right of access; allowing parents and families access to the information about them - even when circumstances may be difficult, for example digital methods of communicating information may not be suitable for families who do not have access to a computer or other device where they can view information



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4.3 the right to rectification; if any information you hold is inaccurate, I must respond to individual's requests to correct any errors

4.4 the right to erasure; parents and families have the right to request that information about them or their child is deleted, however I must firstly consider whether this information is required as evidence of my statutory obligations as a childcare provider. Safeguarding information must be retained until a child is 21 years and 3 months old. How I delete information that is not necessary or no longer required should be detailed

4.5 the right to restrict processing; if there is concern that the data collected is not accurate, parents and families have the right to restrict the processing of this data until it has been verified. Parents can also request that I retain information as evidence whilst pursuing a legal claim but that the information is not processed in any other way.

4.6 the right to data portability; I must consider common methods to share or allow parents and families to view and access information

4.7 the right to object; parents can object to information being used for certain purposes, for example using photographs or personal information about their child in newsletters, on marketing material or including their personal data in a public childcare survey. Parents and families also have the right to object to the methods you use to collect, process and store their data

4.8 the right not to be subject to automated decision-making including profiling; this right will not apply to the majority of childcare providers however is useful to know as all the other rights of the GDPR have been listed. It refers to automated techniques that are used to track and collate information about individuals. The use of cookies on websites is an example of this as they can be used to monitor how users interact.

5. Ensuring that **subject access requests** are properly dealt with. Responding to requests from parents and families to view the information I hold about them.

5.1 Requests must be responded to within one month and information should be provided using 'reasonable means'. I will do this in paper form or in a commonly used electronic format, for example PDF files or word documents.

5.2 If the request has been made electronically. I will always verify the identity of the person making the request, using 'reasonable means' before sharing any information to ensure that the request is genuine. Requests can be made years after caring for your child.

5.3 Information requests should normally be free of charge although the GDPR states that I can ask for a 'reasonable fee' if for example the request for information is excessive, or if you are being asked to provide multiple copies.

5.4 I will have an organised system in place (ie: Information Asset Register) so that I can quickly locate all information stored for each child if a request is ever made. I will also keep a record of any requests (ie: a Subject Access Request Record) to evidence how I responded, what information was provided, in what format and when.

6. Ensuring that I understand and use a **lawful basis** for processing personal data. The GDPR requires me to identify a lawful basis for processing all personal data and to explain this (please see Privacy Notice). In brief this assures all involved that I know why I am required to collect certain information from parents, children and any staff or assistants. There are six available lawful bases for processing:

6.1 Consent - I need to ensure that my reasons for requesting consent are communicated clearly so that parents and carers understand exactly what they are consenting to. GDPR also requires consent to be easily withdrawn at any time. With this in mind, relying on consent as my lawful basis is not advisable because problems may arise if you refuse consent. An example of this could be if you refuse consent for information to be shared with others then this would prevent you from things like claiming early years funding from the local authority, communicating support needs with appropriate professionals, or enrolling children in local playgroups.

6.2 Contracts - remember contracts can only be a lawful basis for processing personal data when the data is necessary for me to fulfil contractual obligations, an example of this could be if I provide a home collection or drop off service, parents will need to have provided their address in order to do



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this. I can therefore only request information under contract if that information is necessary to carry out an obligation. I cannot ask for characteristic information such as religion or ethnicity under contract as this information is not required in order to fulfil my duty as a childcare provider. Contract does not cover 'Special Category' data.

6.3 Legal Obligation - in order to comply with statutory obligations as a childcare provider it is necessary to obtain and process certain information. Using this basis offers protection for processing information as unless you as a parent provides certain details, I will not be able to provide care for your child due to not being able to meet statutory requirements. In addition, processing information under this basis means that parents and families do not have the 'right to erasure' as information cannot be deleted whilst it is still being used to fulfil a statutory obligation. Using legal obligation as my legal basis also allows me to process special category data. An example of special category data includes details about health because it is important that I know to meet specific care requirements.

6.4 Vital Interests - if I require information in order to protect someone's life then I can use vital interests as a lawful basis. An example includes if I provide care for a child with a medical condition, further information about this will be vital to be able to meet their needs and respond appropriately in an emergency.

6.5 Public Task - *this basis is not applicable as is most relevant to government departments, public authorities or companies who administer information or carry out tasks in the public interest's.*

6.6 Legitimate Interests - I can collect and process information using this basis if I have a 'legitimate reason' but I must be able to justify it and give an explanation (please see privacy notice). I must also be able to prove that I would not be able to achieve what I have to without the requested data. If using legitimate interests as my lawful basis for processing children's data, I must take extra precautions to ensure their interests are protected.

"As a childcare provider you are likely to find that more than one basis applies, for example you are legally obliged to collect and process information relating to safeguarding issues however when providing care for a child with a medical condition, processing vital interest data may be priority. Processing special category information could also enable you to meet specific care requirements and allow you to consider and respect the religious or cultural beliefs of families. It is important that you take the time to consider the reasons why you collect and process data and select the most appropriate lawful basis (or bases). You must document your lawful basis for processing data in your privacy notice".

7. Ensuring that **consent** is requested, recorded and managed. The GDPR stipulates that consent requests must be clear, concise and easy to understand in order to give people genuine control over how their data is used. Pre-ticked opt in boxes or any other method of default consent cannot be used as these are not indications of valid consent for individual activities or circumstances I will ask for a yes/no answer in one consent form to avoid repetition of other data and will ensure I manage the results appropriately. You also have the right to withdraw consent at any time but this may mean I cannot carry out my legal obligations.

8. Ensuring that I have adequate systems in place for **processing children's data**. I will ensure that I will obtain parental or guardian consent for the processing their children's information and take 'reasonable steps' to verify parental responsibility where information and consent has been given on behalf of a child. Subject to parliamentary approval, children aged 13 will be able to give their own consent for data to be processed. If I provide care for older children I must take additional steps to consider whether all data processing information, policies and procedures are provided in a language that is age appropriate and understandable, otherwise the consent is not 'informed' and is therefore invalid.

9. Ensuring that **data breaches** do not occur because I have measures in place to check that data is being processed correctly. In the event of a data breach, I will carry out a thorough investigation to establish what has gone wrong and assess the impact. If the impact of a data breach is likely to result in a risk to people's rights and freedoms then it will be reported to the ICO within 72 hours. The individuals concerned will also be informed of investigation procedures. An example could include a loss of confidentiality, discrimination, damage to reputation, financial loss.

10. **Data Protection by Design and Data Protection Impact Assessments** *is not applicable as it concerns situations where the processing of data is likely to result in a high risk to individuals.*



General Data Protection Regulation

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11. Ensure that I take full accountability for GDPR compliance as a childcare provider to **protect data**.

12. *International - this step is not applicable as it concerns organisations that operate in more than one EU member state.*

In order to meet the requirements above I must obtain parents and/or carers consent to collect, store and share data appropriately.

If you do not give permission I am unable to do my job as a childcare provider.

Consent forms are in section 3 of 3 of this welcome pack, however, if you have any concerns if you think I am in breach of the GDPR then please discuss this with me.



Working in Partnership, Confidentiality and Privacy, Information Sharing Policy

Statutory Framework for the Early Years Foundation Stage 2.5, 3.68, 3.69, 3.70, 3.71, 3.72

Working in Partnership

I will meet the EYFS by ensuring that parents/carers

- have all of the information needed to make an informed decision about using my service in the form of policies, verbal communication and by visiting me prior to taking up my services
- understand all communications, especially when their first language is not English
- with disabilities or learning difficulties will be assisted in every way possible to become equally involved
- complete all the necessary agreements and consents
- are be fully informed of their child's activities and progress whilst a child is in my care
- feel that my setting is always an open and welcoming space regardless of class, status, race, sex, age and cultural and religious background as reflected in my Equal Opportunities Policy
- are encouraged to share any information regarding their child from any other setting and vice versa so that will be beneficial to their child's welfare and development.

Confidentiality and Privacy

I am legally obliged to collect certain information about you and your child to comply with the requirements of the EYFS and to maintain accounts and records. Other information that I collect may not be a legal requirement but will help me to do my job as your childminder to the best of my abilities at all times. It is now a legal requirement for insurance purposes that I retain information until your child is 21 yrs and 3 months, you also have the right to withdraw consent but only where the legal requirement does not exceed the withdrawal. My legal basis as per the GDPR includes needing consent, contracts and that I have a legal obligation to record this information. Vital interests relate to my child protection policy and at times legitimate interests may apply.

Information I will need to process includes:

personal details, family details, life style and social circumstances, financial details, GP contact details, inoculation details, allergy details and digital photographs.

Sensitive Information in terms of data protection includes:

I also process sensitive classes of information that may include racial or ethnic origin, religious or other beliefs, and physical or mental health details.

- I am registered with the Information Commissioner's Office (ICO) and am aware of my responsibilities under General Data Protection Regulations (GDPR)
- All information is kept securely and treated in confidence, I have a locked cabinet
- the confidential information I have on file will only be shared if you give permission or in the event of a child protection issue but without your permission I am unable to meet legal requirements
- I will only share information about your child with you or any other childcare facility that you use,, other professionals working with your child, or with the police, social services, local or central government including Ofsted
- Where you do use another setting, we need to be able to share appropriate information between each other. This two way flow of information will help your child to make the transition between settings. It will also keep you informed about anything you need to know that you weren't there to hear yourself. You will need to sign to say you are happy for me to share information about your child in this way, and to pass along any information I learn to you.
- You have a right to access any of the information that I hold on you or your child at any time
- I will keep a learning journal and or diary where relevant
- When your child leaves my setting I will only store information on you or your child for as long as is necessary. Anything I don't need to keep I will delete from my computer or shred. I may hold onto



Working in Partnership, Confidentiality and Privacy, Information Sharing Policy

Statutory Framework for the Early Years Foundation Stage 2.5, 3.68, 3.69, 3.70, 3.71, 3.72

some photographs for my own personal use in albums or displayed in my house. Your child's learning journey will be sent home with you on your last day.

If you have any complaints with the way you feel I have handled any of your personal data, please speak to me in the first instance so that we can resolve the complaint. You have the right to complain to the Information Commissioners Officer (ICO) if you feel I have not resolved the complaint to your satisfaction

Information Sharing Policy

As a childcare provider my responsibilities are broken down into 3 areas for which it is necessary to share information;

1. Learning and development of each child which requires obvious logging of observations, reviews and sharing of these.
2. Assessment of every working practice and the children
3. Safety and welfare

I will meet the EYFS requirements by:

- Only collecting and sharing data I require to legally do my job as a childcare provider.
- Communicate clearly what data is collected, how it is processed, for what purpose, and with whom information may be shared. This should be summarised within each policy attached.
- Developing a professional relationship with all parents and/or carers; treating information shared with me as confidential unless this compromises safety or welfare
- Communicate with child protection services should I have a cause of concern of a child's welfare in which case I will be required by law to disclose sensitive and confidential information to appropriate agencies.
- Appropriately storing confidential, personal/sensitive data such as contracts, parental NI number, parent personal information, child records and medical treatment. I will file paper documents in a locked file box and any information saved on a computer or other electronic device (e.g. electronic forms, emails, photographs, videos, etc) will be secured with a password and virus protection.
- Holding confidential information and records about children and assistants in a secure place; and only be accessible and available to those who have a right or professional need to see them.
- Ensuring that any assistants understand the need to protect privacy and the legal requirements relating to children.
- Regularly observe, record and assess the children's learning and development. (Please see Learning & Development Policy and Procedure)
- Enable a regular two-way flow of information with parents and/or carers, and with other early years providers and professionals (Health Visitor or Community Nursery Nurse) to share progress observations/checks where necessary.
- Communicate with parents and other professionals should I have a cause for concern about a child's learning and development.
- Ensure any digital device such as mobile phone, ipad, computer has restricted access and is protected by the use of a password or pin number.
- Enable Parents and/or carers to inspect all records about their child at any time, provided that no relevant exemptions apply.
- Regularly assess that the information held is necessary.
- Obtain parents and/or carers consent to share information directly with other relevant professionals for example: Health Visitor, Early Years Team, other childcare providers. (Please refer to my working in partnership with parent's policy).



Child Protection Policy

3.4, 3.6

Early Years Providers are responsible for ensuring the safety and welfare of all the children in their care. Every child has the right to be protected and grow up in a caring environment.

If there is any reason to believe a child has suffered abuse I am required by law to record and monitor and report any concerns that I see or have been told about by the child. Abuse includes

1. Physical Injury – being hit, kicked or punched
2. Physical Neglect – not being properly fed/clothed or poor hygiene
3. Sexual Abuse – inappropriate sexual behaviour, language or assault
4. Emotional Abuse – constantly criticised, ignored or humiliated

I will meet the EYFS by

- In the case of an extreme emergency, I will leave your child with a responsible adult, myself or this nominated adult will phone you to come and collect your child immediately.
- asking that you inform me when you drop your child off if there has any accident at home, resulting in bad bruising/cuts, so I am aware of it and can record it. This is so I know how and where the injury happened and is required to be able to appropriately care for your child but is also to protect us all
- unless I believe that it would put the child at risk of further harm, I will discuss concerns with a child's parent if I notice significant changes in a child's behaviour, bruising or marks not consistent with a reported accident, any comments made by a child which give me cause for concern, signs of neglect.
- Starting a confidential record in the event of any concern, this will include time/date of observations, describing the child's behaviour/appearance, exact words spoken by the child, my name & signature as the person recording this information. This information will be kept confidential and only shared with professionals such as Social Services, etc to aid investigation of any suspicions. The welfare of a child is of paramount importance and at such times would appreciate your full co-operation.
- I will monitor any logs of concerns periodically to ensure that concerns are not forgotten and have been correctly dealt with
- I follow the procedures outlined in my confidentiality policy.
- I work together with parents to make sure the care of their child is consistent – please refer to my Working in Partnership with Parents policy
- Children will only be released from my care to the parent/carer or to someone named and authorised by them. A password will be used to confirm identity if the person collecting the child is not previously known to me
- I will keep up to date with child protection training and relevant legislation

If a child tells me that they or another child is being abused I will:

- Show that I have heard what they are saying, and that I take their allegations seriously.
- Encourage the child to talk, but I will not prompt them or ask them leading questions. I will not interrupt when a child is recalling significant events and will not make a child repeat their account.
- Explain what actions I must take, in a way that is appropriate to the age and understanding of the child.
- Record what I have been told using exact words where possible.
- Make a note of the date, time, place and people who were present at the discussion.
- I will call the local social services' duty desk for advice and an assessment of the situation.
- I will follow this phone call up with a letter to the Duty team within 48 hours. I will record the concern and all contact with Children's Services thereafter.



Child Protection Policy

3.4, 3.6

If an allegation is made against me, any member of my family or any other adult or child in my setting I will report it to Ofsted and social services. I will also contact my insurer for advice and support.

It is not my responsibility to attempt to investigate any concern/situation myself.

Early Years Providers must I have have a Data Sharing Agreement.



Equal Opportunities and Inclusion Policy

Statutory Framework for the Early Years Foundation Stage 1.8, 3.26, 3.66

Early Years Providers must follow their legal responsibilities under the Equality Act 2010. In summary, we must have arrangements in place to support children with SEN or disabilities.

I am committed to providing equality of opportunity and anti-discriminatory practice, ensuring every child is included and supported and my ethos is to ensure positive attitudes to diversity and difference are in place, so that all children, adults, parents/carers will receive equal opportunities and respect regardless of their race, colour, ethnic or national origin, religion or beliefs, gender, extent of any disability, appearance, or economic circumstances. Biased attitudes from parents or children will be appropriately challenged although parents/carers may withdraw their child/ren from certain activities without prejudice if they conflict with their own personal or religious beliefs.

I will meet the individual needs of all children and the EYFS by:

- Encouraging non English families to attend the setting assuring them that reasonable steps will be taken to support children in their language development in play and learning.
- Where possible I will undertake Equality and Diversity training to provide opportunities to explore how people's rights and responsibilities are protected
- Empowering children learn from an early age to value diversity in others and grow up making a positive contribution
- I will encourage participation in celebrations, festivals and activities that seek to value and inform the children and their parents about the cultures, beliefs and needs of others.
- Valuing each child for whom they are and recognising differences; so they feel understood whatever their ability, ethnic background or gender.
- Valuing each child's culture by making connections between experiences at home, my setting and the wider community.
- Talking to parents and/or carers about their child's progress and development, planning appropriate support where identified.
- Delivering personalised learning, development and care to help children get the best possible start in life.
- By observing all children, I will identify if any have special educational needs or a disability and they will continue to be included, valued and supported by identifying the need for additional support as early as possible
- I will work with parents and/or carers and other agencies where required
- I will ask parents and/or carers if there is a need for any special services or equipment for children who may require additional support and make reasonable adjustments where possible

Additional Support for SEN - Specialist help is available from the Early Learning & Childcare Team on 01942 828 849. I can attend meetings with your written permission if helpful.



Managing Children's Behaviour

All children will misbehave at sometime but promoting positive behaviour is very important and I will do this by:

- Be a good role model
- Giving lots of praise for good behaviour and encourage feasible rewards such as choosing next activity, stickers, certificates etc. Giving the children individual attention so they feel valued and listened to
- I will involve children in listing the rules and understanding them

Strategies on how to deal with challenging behaviour depending on the age/stage of the child and the situation include:

- Distraction. Remove the child from the situation and give them an alternative activity.
- Ignore. Depending on the situation this may be appropriate; especially if the behaviour appears to be to get a reaction
- Discuss with Child. If the child is able to understand discussing their behaviour and explaining the consequences of their actions on others will inform them to make better choices in the future and that it is their behaviour that I do not like, not them
- Time Out. Removing the child from the activity and sitting them quietly for a few minutes
- Removal of treats.
- I will never smack, shake or hurt your child in any way nor will I humiliate your child or make threats
- I will inform you at the end of the day or advise you that there is a note in the daily diary that needs discussing away from the child. I will then inform you of how the matter was dealt with. In most cases the matter will not require any further action as punishing a child hours after an incident can be confusing
- I will only ever use physical intervention to manage behaviour if it is necessary to prevent personal injury to the child, another child or an adult. I would inform you if this occurred and record it in the incident book.



Administering Medicines Policy and Procedure

Statutory Framework for the Early Years Foundation Stage 3.4.4

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, I must ensure that the individual needs and good health of the child is promoted; this includes administering medication when asked by parents and/or carers if there is an accepted health reason to do so, (written consent is needed), I must have a policy for doing this and keep records of administering any medication.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register I will:

- Be responsible for administering any medication whilst the child is in my care.
- Store medication in accordance with product instructions and ensure that children will not be able to access it.
- Obtain prior written permission from the adult with parental responsibility, for each and every medicine to be administered before any medication can be given.
- Record any medication/treatment given in the 'Medication Record Book', detailing:
 - The date, time and dosage administered
 - The name of the medication or a full description of the treatment/therapy and the reason why it is required
 - signature of parental permission given prior to the medication/treatment
 - My signature as the person who has administered the medication/treatment
- Require parents and/or carers to let me know the date and time that the medication or treatment was last administered and I will record this information and ask parents to sign confirming the details. This is to avoid over-dosing

Written permission is always a necessity, with that I can administer

- medication that is recommended by a pharmacist or nurse without a written prescription, as well as any medication prescribed for by a doctor, dentist, or appropriately qualified pharmacist or nurse
- over-the-counter medication such as pain and fever relief or teething gel

However I will

- Contact parents and/or carers before administering pain relief to describe the symptoms and check that parents and/or carers agree for named pain relief to be given at the time
- Not administer medicines containing aspirin unless a doctor has prescribed that medicine for your child
- Require a health care plan for children with long term health care needs which has been agreed and signed by parents and any other professional supporting the child.
- Access specialist training/information and advice from a qualified health professional (usually from the health professional involved with the child), if long term care is needed or something like injections are required to be administered.
- Always adhere to the recommended dosage for all medication

Sick Child Policy

I appreciate that as a working parent you need to be able to go to work, however if your child is unwell then in some instances they will be better cared for in their own home with their parents.

I am happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature as I must also consider the welfare of the other children in my care.

If your child has had diarrhoea or sickness in the last 48 hours please do not bring them in, but call and let me know.



Administering Medicines Policy and Procedure

Statutory Framework for the Early Years Foundation Stage 3.4.4

If your child becomes ill whilst in my care, I will make them as comfortable as possible, isolate them from the other children if necessary and reassure them. I will contact you and continue to care for your child until you arrive.

- If a child is suffering from a notifiable disease (as identified by Public Health Infectious Diseases Regulations 1988) I will inform Ofsted and the Health and Safety Executive. I will then act on any advice.

Sun Protection Policy

Please help me to protect our child from the sun.

- In case of allergies, I will need you to provide me with a high factor Sun Cream that is suitable for your child, please label this and let me know where it is
- Sun hat (preferably a legionnaire's to protect the neck)
- A thin top, cardigan or t-shirt that has long sleeves can be helpful as I prefer to keep children covered as well as possible, whilst considering how hot it is
- I will ensure that your child uses the sun cream that you have provided and wears the hat. I will also avoid spending prolonged periods of time outdoors during the hottest part of the day or protect your child by finding shady areas.
- I will encourage your child to drink water regularly to prevent dehydration
- I will require you to sign a form giving me permission to apply the sun cream that you have provided
- If you forget to supply me with sun cream I will also need a signature to use my own
- Please protect your child with sun cream before they arrive and then I will periodically re-apply



Accident and Incident Policy and Procedure

Statutory Framework for the Early Years Foundation Stage

An accident is when an injury is unavoidable, an incident is where a child has been restrained or controlled. The safety of your child is paramount and every measure is taken to ensure they are protected from hurting themselves or being harmed by others, however accidents and incidents do happen.

In the event of an accident or incident I will meet the EYFS by:

1. Holding a valid paediatric first aid qualification that is updated every 3 years
2. Having a first aid kit as advised by the trainer above
3. Ensuring I obtain written parental permission to seek necessary emergency medical advice
4. Logging any existing injuries to highlight any child protection issues if a child is arriving with frequent injuries that have not been explained clearly, at which point my child protection procedure will be followed. It also avoids me being questioned over a child being injured whilst in your care if I have evidence that the injury was already present.
5. All accidents or incidents that occur during my care will be logged along with details of immediate follow up, any first aid treatment given and action taken to prevent such an incident occurring again. e.g. lost child, falls, bumps, bruises as well as serious injury whilst in my care
6. Incidents where I have had to restrain or control a child will also be recorded in the same way
7. Parents should sign all logs in the accident / incident book. Notes of discussions should also be recorded and kept alongside the accident / incident log, in the child's individual records or in the child's contact diary
8. You will receive a copy of the log
9. If the incident requires any medical treatment I will inform Ofsted about any significant events within 14 days, seek advice from my insurance company and
10. if any serious reportable accidents or injuries / death of a child whilst in my care occur I will act on any advice given from insurers, Ofsted or Health & Safety Executive

I will also of course ensure that

- Your child is comforted and reassured.
- The extent of the injuries will be ascertained and if necessary medical assistance will be called for
- Necessary first aid procedures will be carried out on your child
- I will contact you to inform you of the accident and if necessary to ask you to collect your child from the setting or to meet me at the hospital
- Ask that you keep me informed regarding your child's condition and if you have sought additional medical advice or care.



Loss/Change Policy

Coping with change and loss, such as parents getting divorced, a death of a friend, family member or pet, can be very difficult for a child to cope with and they may display their emotions in a variety of ways depending on their age and development and their relationship with the person or loss.

As a professional child carer I will work with you to support your child through any difficult times they may encounter and ask about different religions and cultures and differing rituals and attitudes towards death and divorce so I am guided by you and your family wishes.

I have personal knowledge of loss and have taken a few courses on supporting children through grief after losing my son and brother to the other boys.

I will support your child by:

- Encouraging your child to ask questions and answer them to the best of my ability, honestly and simply using language and words that are age appropriate.
- Talking with the child
- Offering to listen and talk to the child about the person/animal who has died, or absent parent so they can share their thoughts and emotions in a safe and caring environment
- Observing the child and noting any concerns or changes to their play and interaction with others and sharing these with you.
- Asking permission to use appropriate ways for the child to become involved in remembering and communicating about the person/animal, for example a memory box or jar
- Regularly discussing with you how your child is coping in private, so I may need to arrange a meeting or discuss the matter over the telephone/email at our earliest opportunity
- Ensuring that the other children who attend understand (according to their age) that the child is more sensitive at the moment and may need to be given more space or support
- Sometimes children need professional counselling to help them deal with their loss or adjust to a major change. I can signpost you to other services available.



Complaints Procedure

Statutory Framework for the Early Years Foundation Stage 3.74, 3.75

I will meet the EYFS requirements by

- providing consistent high quality childcare and learning opportunities and
- working in partnership with parents and/or carers to meet the needs of all children, will support this; always keeping an open line for good and honest communication.

If parents/carers think I am not meeting the EYFS requirements then you are encouraged to please bring this to my attention as soon as possible and I can make every effort to resolve your concern. This can be done verbally or in writing. On receiving a complaint I must keep a record of any complaints received and the outcome.

- I must record of the source of the complaint, the nature, the EYFS requirement(s) to which it relates, the details of the complaint, the date and time, how the complaint was dealt with, who investigated the complaint, full details of my investigation, details of the information and findings that were given to the person making the complaint, including any action taken.
- Investigate all written complaints notify parents or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint.
- Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence.
- If requested by Ofsted I must be able to produce a list of complaints made during the previous three years.
- Make available to parents and/or carers details about how to contact Ofsted. I display their leaflet
- Supply a copy of the Ofsted report to parents should the complaint trigger an inspection.
- Have a written statement of procedures to be followed in relation to complaints.
- Ensure that each complaint is fully investigated.
- Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action I took.
- Inform the complainant of the outcome of the complaint.
- You may complain directly to Ofsted if you believe the provider is not meeting the EYFS requirements

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