

PORTOBELLO DAY CARE NURSERY



2023-2024

P.D.C.N NURSERY POLICIES AND PROCEDURES

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

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INDEX

File Number	Title	No of pages
01	Introduction	1
02	Access to Information	1
03	Complaint Procedure	2
04	Admissions	1
05	Equal Opportunities	2
06	Fire Drill Procedure	1
07	Personal	1
08	Safeguarding Children	3
09	Settling in	1
10	Behaviour Modification policy	2
11	Food Management	1
12	Special Education Needs	2
13	Students	1
14	Arrival and Departure	1
15	Staff Development and Training	1
16	Confidentiality	1
17	Procedure for dealing with Racial Harassment	3
18	Health and Safety	4
19	Promotion Health and Hygiene	4
20	Health/Illness and Emergency	2
21	Exclusion procedure for illness/communicable Disease	1
22	Special Consideration for Employees	1
23	Good Handling Techniques	2
24	Office Policy	1
25	Late Collection	1
26	Missing Child	3
27	Visits & Outings	1
28	No smoking Policy	1
29	Supervision of staff	1
30	Risk Assessment	2
31	Key Person	1
32	Toileting and Nappies	1
33	Photographs Policy	1
34	Birthday Celebration Policy	1
35	Notice of absence Policy	1
36	Parental Involvement Policy	1
37	CCTV Policy and Procedure	2
38	COVID 19 policy	1
39	Contingency Plan	

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

01 INTRODUCTION

Portobello Day Care Nursery policies and procedures pack has been prepared according to the best knowledge of Childcare. All policies and procedures have been written under the childcare rule and regulations. The aim of these policies and procedures is to provide the best childcare service and safe environment for the children. These policies and procedures are being reviewed time to time and changes will be made according to new childcare rules and regulations as and when necessary.

Portobello Day Care Nursery is following these policies and parent will have access to these policies to read and are welcome to leave any comments or suggestions. Portobello Day Care Nursery reserves all right about these policies.

02 ACCESS TO INFORMATION

We believe that an open access policy is the best way of encouraging participation.

Parents/carers are welcome to view the policies and procedures file, which governs the ways in which the nursery works at any time when the nursery is open, simply by asking the nursery manager.

They are also welcome to see the records kept on their child, but as this would require withdrawing a member of staff from their usual duties, arrangements should be made in advance to ensure staff availability.

03 COMPLAINTS PROCEDURE

Making a complaint

Policy statement

Portobello Day Care Nursery believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.3 The wider context	

Procedures

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting’s provision talks over, first of all, his/her concerns with the manager.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the manager.
- When the investigation into the complaint is completed, the manager will meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, it is logged in the Complaints folder.

Stage 3

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the manager.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints File.

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

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: 0845 640 40 40 or contact address is: Ofsted Early Years, 3rd Floor, Royal Exchange Building, St Anne's Square,
- Manchester M2 9 QX. These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local author.
- In these cases, both the parent and setting are informed and the manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- You can also contact the Disability Rights Commission on 0845 7 622 633 or write to them at: DRC Helpline, FREEPOST MID02164, Stratford upon Avon, CV37 9BR

Records

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

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

04 ADMISSIONS

Portobello Day Care Nursery is registered for 10 children at one time

- 0 Children between the ages of 0 and 2 years
- 4 Children between the ages of 2 and 3 years
- 6 Children between the ages of 3 and 5 years

The above statement is taken from the registration document and is overriding policy in respect of admissions.

Other matters taken into account in deciding which child can be offered a place in the nursery are:

1. Availability of spaces taking into account the staff/child ratios, the age of the child and the registration requirements.
2. When the application is received (extra weight is given to those who have been on the waiting list the longest).
3. The nursery ability to provide the facilities for the welfare of the child.
4. A child requiring a full-time place will usually have preference over requiring a part-time place.
5. Extenuating circumstances affecting the child's welfare or his/her family.
6. Children who are siblings of those who are already with us.

We never have discriminated, and have no intention in the future of discriminating against any child on the grounds of sex, race, religion, colour or creed.

We can accept children from any area, any religion, any nationality and any race. Portobello Day Care Nursery has no catchments area and children can be admitted from all over places.

05 EQUAL OPPORTUNITIES

Statement of intent

The nursery takes good care to treat each individual as a person in their own right, with equal rights and responsibilities to any other individual, whether they are an adult or child. Discrimination on the grounds of sex, race, religion, colour, creed, marital status, ethnic or national origin, or political belief, has no place within this nursery.

Should any person believe that this policy is not being totally complied with, it is their duty to bring the matter to attention of the manager at the earliest opportunity.

The nursery and staff are committed to:

1. Encourage positive role models, displayed through toys, imaginary play and activities that promote non-stereotyped image. Books will be selected to promote such as images of men and woman, boys and girls.
2. Encouraging children to join in activities, i.e. dressing up, shop
- 3.
- 4.
5. , home corner, dolls, climbing on large apparatus, bikes etc.
6. Regularly review childcare practice to ensure the policy is effective.

The nursery aims to insure that individuals are recruited, selected, trained and promoted on the basics or occupational skill requirements. In this respect, the nursery will ensure that no job applicant or employee will receive less favourable treatment on the grounds of age, gender, marital status, race, religion, colour, cultural or national origin or sexuality, which cannot be justified as being necessary for the safe and effective performance of their work or training.

Service provision

No child will be discriminated against on the ground of sex, race, religion, colour or creed. Whenever possible those designated, disabled or disadvantaged will be considered for a place, taking into account their individual circumstances and the ability of the nursery to provide the necessary standard of care.

The nursery will strive to ensure that all services and projects are accessible and relevant to all groups and individuals in the community within targeted age groups. We will strive to promise equal access to services and projects by taking practical steps such as ensuring access to disabled people and producing material in relevant languages and media.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Recruitment

The nursery will strive by recruitment to ensure that the staff levels reflect the community it serves. All vacancies will be advertised as widely as budgets allow.

“_____ - striving towards equal opportunity”

Every effort will be made to ensure a representative balance on the selection group and all the members of the group will be committed to equal opportunities practise as set out in this policy.

Application forms will not include questions which potentially discriminate against the grounds specified in the statement of intent.

At interviews no questions will be posed which potentially discriminate against the grounds specified in the statement of intent. At interviews all candidates will be asked the same questions, and members of the selection group will not introduce nor use any personal knowledge of candidates acquired outside the selection process. Candidates will be given the opportunity to discuss the reasons why they were not successful.

Staff

All staff is expected to co-operate with the implementation, monitoring and improvement of this and other policies. All staff is expected to challenge language, actions, behaviours and attitudes which are oppressive or discriminatory on the ground as specified on the statement of intent. All staff is expected to participate in equal opportunities training.

Training

The nursery recognises the importance of training as a key factor in the implementation of an effective equal opportunities policy.

The nursery will strive towards the provision of equal opportunity training for all staff.

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

06 FIRE DRILL PROCEDURE

- CALMLY, staff must take the children out of the building at the nearest fire exit which is located at the Nursery Garden. You will then meet at the assembly point which is outside the main nursery entrance “Westbourne Studio Building” located on 242 Acklam roads, W10 5YG.
- The designated fire office
- r will take the register. Do not attempt to put off the fire under any circumstances. Removing children from the nursery should be the first priority.
- Raise the alarm by pressing the fire bell button which is located above the children kitchen area.
- Check all rooms, toilets, corners, etc.
- Close all doors behind you.
- Telephone emergency services:

Dial reception extension 0 if this does not get through then dial 999 and ask for the fire service.
- **IN A SAFE PLACE CLEAR OF THE BUILDING**
- Check the children against the register.
- Account for all adults.
- Do not try to collect personal belongings on evacuating the building.
- Do not attempt to go back in and fight the fire.

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

07 PERSONAL

Nursery policies in respect of personnel are governed by the following:

1. The best interest of the children, their welfare, care and development.
2. Compatibility between all members of staff and the building of a good team spirit.
3. Consideration of the advancement of each member of staff both by internal and external training to help them achieve their maximum potential.
4. Equal pay for work of equal value.
5. Compliance with the current legislation.
6. The provision of a job description for each member of staff.
7. The provision of a statement of terms and conditions for each member of staff.
8. When recruiting members of staff, the applicant should be made aware of the policies and procedures, especially those relating to discrimination.
9. Prior to commencement of employment the successful applicant shall be provided with an offer letter (conditional on criminal record bureau clearance with the job description and induction procedure).
10. Harassment of any member of staff that can be classed as sexual or racial will not be acceptable. This includes unwanted verbal or physical advances – the key factor in assessing harassment is whether it is unwanted.

The requirements of the Early Year Foundation Stage in relation to the suitable people.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

08 SAFEGUARDING CHILDREN

Safeguarding children and child protection

(Including managing allegations of abuse against a member of staff)

Policy Statement

Portobello Day Care Nursery will work with children, parents and the community to ensure the rights and safety of children and to give them the very best start in life.

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping Safe	2.1 Respecting each other 2.2 Parents as partners	3.4 The wider context	4.4 Personal, social and emotional development

Staff and volunteers

- Our designated person (a member of staff) Mrs Somia Ibrahim (the Nursery Manager) who co-ordinate child protection issues is:
- We ensure all staff and parents are made aware of our safeguarding policies and procedures.
- We provide adequate and appropriate staffing resources to meet the needs of children.
- Applicants for posts within the setting are clearly informed that the positions are exempt from the rehabilitation of Offenders Act 1974.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Criminal Records Bureau before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- We abide by Ofsted requirements in respect of references and Disclosers and Barring Service (DBS) for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to the children.
- Volunteers do not work unsupervised.
- We abide by the Protection of Vulnerable Groups Act requirements in respect of any person who is dismissed from our employment, or resigns in circumstances that would otherwise have lead to dismissal for reasons of child protection concern.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- We have procedures for recording the details of visitors to the setting.
- We take security steps to ensure that we have control over who comes into the setting so that no unauthorised person has unsupervised access to the children.

Provider must train all staff to understand their safeguarding policy and procedures, and ensure that all staff has up to date knowledge of safeguarding issues. Training made available by the provider must enable staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. These may include:

- Significant changes in children's behaviour,
- Deterioration in children's general well-being;
- Unexplained bruising, marks or signs of possible abuse or neglect;
- Children's comments which give cause for concerns;
- Any reasons to suspect neglect or abuse outside the setting, for example in the child's home; and/or
- Inappropriate behaviour displayed by other members of staff, or any other person working with the children. For example, inappropriate sexual comments of their usual role and responsibilities; or inappropriate sharing of images.

Liaison With other agencies

- We work within the Local Safeguarding Children Board guidelines.
- We have a copy of what to do in you're worried a child is being abused' for parents and staff and all staff are familiar with what to do if they have concerns.
- We have procedures for contacting the local authority on child protection issues.
- We notify the registration authority (Ofsted) of any incident or accident and any changes in our arrangement which may affect the wellbeing of children.
- If a referral is to be made to the local authority social care department, we act within the area's safeguarding children and child protection guidance in deciding whether we must inform the child's parents at the same time.

Allegations against staff

- We ensure that all parents know how to complain about the behaviour or actions of staff or volunteers within the setting.
- We follow the guidance of the Local Safeguarding Children Board when responding to any complaint that a member of staff, or volunteer within the setting, has abused a child.
- We respond to any disclosure by children or staff that abuse by a member of staff or volunteer with the setting, by first recording the detail of any such alleged incident.
- We refer any such complaint immediately to the local authority's social care department to investigate. We also report any such alleged incident to Ofsted and what measures we have taken. We are aware that it is an offence not to do this.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.
- It may be necessary, in agreement with children's social care to suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff as well as children and families throughout the process.

Disciplinary action

- Where a member of staff or a volunteer is dismissed from the setting because of misconduct relating to a child, we notify the independent Barring Board administrators so that the name may be included on the Protection of Children and Vulnerable Adults Barred List.
- The name of any person present at the time.
- These records are signed and dated and kept in the child's personal file which is kept securely and confidentially.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Whistle Blowing

At Portobello Day Care Nursery, we take direct action to ensure that whistle blowers are protected under the safeguarding act 'Child Protection Whistle Blowing Policy'. This guidance is written for all employees and volunteers working at a Nursery or Play scheme and should be read in conjunction with the Public Disclosure 'Whistle blowing Policy'.

Nursery workers must acknowledge their individual responsibilities to bring matters of concern to the attention of the Nursery managing director, the manager of childcare services and/or relevant agencies. Although this can be difficult this is particularly important where the welfare of children may be at risk.

Reasons for whistle blowing

- Each individual has a responsibility for raising concerns about unacceptable practice or behaviour.
- To prevent the problem worsening or widening.
- To protect or reduce risks to others.
- To prevent becoming implicated your-self.

What stops people from whistle blowing?

- Starting a chain of events which spirals.
- Disrupting the work or project.
- Fear of getting it wrong.
- Fear of repercussions or damaging careers.
- Fear of not being believed.

How to raise a concern

- You should voice your concerns, suspicions or uneasiness as soon as you feel you can. The earlier a concern is expressed the easier and sooner it is possible for action to be taken.
- Try to pinpoint what practice is concerning you and why.
- Approach someone you trust and who you believe will respond.
- Make sure you get a satisfactory response-don't let matters rest.
- Put your concerns in writing on a 'Confidential Incident Record' form.
- Discuss your concerns with the manager of childcare services.
- A member of staff is not expected to prove the truth of an allegation, but you will need to demonstrate sufficient grounds for the concerns.
- The manager of childcare services will undertake an investigation into your concerns and offer you support.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

09 **SETTLING IN**

1. The nursery staff will work in partnership with parent/carers to settle the child into the nursery environment.
2. When a child accepted by the nursery, arrangements will be made for a visit so that the child can familiarise him/herself with the nursery.
3. During the first few weeks, parent, carers will stay with the child for sufficient time so that the child feels settled and the parent/care feels comfortable about leaving her/him.
4. For the first few session's parents/carers may collect the child if they so wish.
5. No child will be taken on an outing from the nursery until he or she is completely settled.

10 BEHAVIOUR MODIFICATION POLICY

Children need to have set boundaries of behaviour for their own safety and safety of their peers. Within the nursery we aim to set these boundaries in a way, which helps the child to develop a sense of the significance of their own behaviour, both on their own environment and those around them. Restrictions on their child's natural desire to explore and develop their own ideas and concepts are kept to a minimum. Sanctions applied in the care of unacceptable behaviour must take account of the age and stage of development of the child, be relevant to the action of actions and be fair.

The nursery manager shall ensure that the parents/carers are fully informed about and support the actions being taken to modify the child's unacceptable behaviour.

Corporal punishment (slapping, smacking, or shaking) will never be acceptable practices and will not be used. However, it may be necessary to use restraining action in an emergency to prevent personal injury or serious damage to property. Parent/carers should feel free to discuss any concern they may have with the nursery manager. All matters will be treated in the strictest confidence.

1. The nursery believed in promoting positive behaviour.
2. We aim to encourage self-discipline, consideration for each other, our surroundings and property.
3. By praising children and acknowledging their positive actions and attitudes, we hope to ensure that children see that we value and respect them.
4. Nursery rules are concern with safety and care and respect for each other. Children who behave inappropriately by physically abusing another child or adult or by verbal bullying may be removed from the group. The child who has been upset will be comforted and the adult will confirm that the other child's behaviour is not acceptable. It is important to acknowledge that a child feeling angry or upset and that it is the behaviour we are rejecting not the child.

If a child presents us at any time with unacceptable behaviour, staff will approach the situation in the following way:

- i. Intervene at the time of conflict in order to establish the cause of upset.
- ii. Talk to the children involved to gauge their feelings and reactions to the situation.
- iii. Ask each child how they feel and how the other must be feeling so that both may realise that it is not just one person involved.
- iv. In younger children who are not yet able to reason diversionary tactics, distraction would be used at this time.
- v. Where possible staff will anticipate and defuse difficult situations before disagreements arise that children might find hard to handle.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

If all of the above have been tried consistently and there is still a need for modification of behaviour, the following methods will apply:

- i. The child will be removed from the situation in the company of an adult.
- ii. Child and adult will spend time talking about the conflict.
- iii. Whilst reassuring the child that it is the behaviour which is unacceptable and not the child, firm guidance will be given should the unacceptable behaviours arise again.
- iv. The child will be removed, reassured and guidelines reaffirmed consistently by all staff as the need arises. At all times praise is freely given to the child at the slightest sign of positive change in behaviour.
- v. During this period the Manager will talk with the parent/carer in order to inform them of the situation and to ask if they are experiencing similar difficulties at home.
- vi. Advice will be given if it is needed regarding help from outside agencies e.g. Inclusion Officer, Health Visitor, GP. (Early Years Leaflet provided)

11 FOOD MANAGEMENT

P.D.C.N food and nutrition policy has been developed in partnership with the nursery staff, parents, children, public health nutritionist and feedback from the dietary survey: Healthy Eating for under 5s.

Aim:

To promote health and wellbeing of the children and encourage all individuals involved promoting good and healthy eating habits both in indoors and outdoors.

Objective:

- ❖ To insure all food and drink provided by P.D.C.N is nutritious.
- ❖ To ensure that mealtimes are fun and educational for everyone.
- ❖ To ensure consistent and correct food and nutrition messages are promoted in the setting.
- ❖ To ensure all members of P.D.C.N have an opportunity to learn about healthy food, drink and lifestyle.
- ❖ To ensure children with food allergy are correctly and safely managed.

Parents/carer Involvement:

- ❖ Parents/carers will be aware and have the opportunity to be involved in all decisions made regarding food and nutrition in P.D.C.N
- ❖ Parent/carers input will be through informal communication (conversations with staff, involvement in nutrition and health promotion activities in P.D.C.N) and formalised communication through involvement in the Nutrition Action Group (NAG).
- ❖ P.D.C.N has got a 'suggestion box' located above the children's coats 'hangers.

Food, Drink and Menus:

- ❖ The Menu will provide children in P.D.C.N with a tasty, nutritionally balanced, varied diet.
- ❖ Menus will be on seasonal 4 weeks cycle basis and will meet nutrient based standards for under 5s and use standards recipes.
- ❖ Menus will include morning and afternoon snack (fresh fruits, cereals, milk, crackers, vegetables) and lunch.
- ❖ Dried fruits will only be served at meal times (not as part of snacks) and no more than twice per week. This is for dental health reasons as dried fruit is a major cause of tooth decay/erosion.
- ❖ Occasionally, children should be allowed to influence the choice of dislike a chose an item, then it should be removed from the menu for a period, and tried again at a later date. Nutritious meals that are enjoyed by the majority of children may be repeated in the menu plan more regularly.
- ❖ The cultural and dietary needs of all children will be acknowledged and addressed where reasonable possible within P.D.C.N

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- ❖ Suitable, nutritionally balanced vegetarian options will be prepared when the main meal is not suitable.
- ❖ Portobello day care nursery will cater for other special diets where possible (religious, medical, simple food allergy).
- ❖ Very specialised diets (i.e. vegan or multiple allergy exclusion diets) may not be provided by P.D.C.N parents/carers choosing/needing to follow a very specialised diet for their child will need to liaise with the manager of P.D.C.N and may need to provide appropriate food from home.
- ❖ No pork will be served in P.D.C.N all other meats including beef, lamb, fish and vegetarian protein alternatives will be included in the menu.
- ❖ All meats served will be Halal. Halal meat is meat, which has been slaughtered in a specific way whilst an Islamic prayer is quoted. The nutritional value is the same as non –Halal meats.
- ❖ Water and milk are the only drinks served in P.D.C.N Children have easy access to water and can serve themselves when they are thirsty. Fruit juice will only be served diluted with water.
- ❖ Sweets, sweet drinks, savoury snacks (e.g. crisps) and chocolates will not be served in P.D.C.N and parents/carers have already participated to implement such food regulations.
- ❖ Alternatives to birthday cakes will be discussed with children's choices and NAG meeting. Homemade cakes will be encouraged or parents can bring healthy ingredients and children can prepare their own birthday cake with peers and staff (to be able to have fun, to learn about healthy nutritious alternatives used for a birthday cake and to allow food allergy management).
- ❖ No other high sugar, high fat party food will be allowed and a list of appropriate celebration foods is available from P.D.C.N

Menu (Please, feel free to ask for the daily menu in the notice board)

- ❖ Children will be encouraged to prepare their own sandwiches once a week to encourage healthy eating habits; when it deals with choosing own ingredients and also gaining independence and self-confidence.

Food Allergy:

- ❖ No nut or nut products will be served in P.D.C.N
- ❖ Medical confirmation is required (in the form of a letter from the family GP or the Paediatrician) for children with food allergies requiring modified diets.
- ❖ All children with medically confirmed food allergy will have a treatment plan on view in P.D.C.N and at a point available to other staff (e.g. a cupboard in the kitchen area)
- ❖ The treatment plan must include the child's name and parent/carer detail and clearly state the foods the child is allergic to.
- ❖ The treatment plan may display the child's photograph this will be on agreement with the manager of P.D.C.N and parents/carer permissions.
- ❖ Manager/Staff will ensure that children plates of food for specific children with food allergies are clearly labelled with the child's name and what foods /ingredients are excluded from that plate of food (e.g. milk free)
- ❖ The key worker/nursery officer will ensure that the correct child.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- ❖ Food brought in P.D.C.N by parents/carers must be purchased (shop bought) and display a list of ingredients on the packaging. No homemade items or items brought that do not give list of ingredients may be brought into P.D.C.N or consumed by the children unless otherwise agreed by P.D.C.N manager.
- ❖ Refer to the administration of medications policy for guidance on allergy treatment plans for severe allergy medical treatments.

Mealtime Management and Encouraging eating well:

- ❖ P.D.C.N staff acknowledges that all children are individuals with individual needs around food and drink and meal times.
- ❖ Mealtime will be an enjoyable and social occasion, giving time for interaction between the children and adults.
- ❖ Children will not be made to eat food, and likes/dislikes will be respected.
- ❖ Food will not be used as a reward or punishment within P.D.C.N
- ❖ Children will be encouraged to develop good eating skills and table manners, and will be given plenty of time to eat.
- ❖ Staff will seat with children while they eat and will provide a good role model for healthy eating.
- ❖ Staff is encouraged to eat with children. If staff chose to eat with the children, they will consume the same food as the children.
- ❖ Staff will actively encourage children to try all foods offered.
- ❖ Staff will ensure they use the correct names for the food they are eating.
- ❖ Cultural differences will be respected at all times. Staff will be aware of and respect the ways different cultures traditionally eat (e.g. using fingers, cutlery or chopsticks).
- ❖ Parents/carers will be advised on occasions when their child is not eating well.
- ❖ Where there is concern regarding a child regularly refusing food/drink staff will discuss the concern with the child's parents /carer and child (which may include picture communication, food diaries) and consultation with or referral to the appropriate health professional will be made if required.
These methods will be employed to try to ensure that meal times are a positive experience for all.
- ❖ To encourage knowledge about healthy eating habits, children will be encouraged to plant vegetables and fruits in the playground area, in spring time.

Food Safety and Hygiene:

- ❖ All staff should have current Food Safety and Hygiene, and Food Allergy training.
- ❖ Staff will ensure health and safety requirements are followed during the preparation of food at meal times e.g. washing of hands. Using separate utensils for the serving of individual dishes, encouraging the safe use of cutlery.
- ❖ Staff will ensure children follow hygiene practices including washing hands before meals and cleaning up after meals.

12 SPECIAL EDUCATIONAL NEEDS

Statement

The nursery is committed to the integration of children with special needs.

All children have the right to be educated and develop their full potential alongside each other. It is a positive experience to be able to share the same opportunities and overcome any difficulties together.

Aims

1. To recognise any special needs a child may have and ensure all staff is aware of the DFES code of practice on identification and assessment of special needs.
2. To employ a special needs co-ordinator (SENCO) who is experienced in the care and assessment of children with special needs.
3. To assess each child's specific needs and adapt our facilities as appropriate.
4. To liaise with our agencies, including the health and education authorities and seek advice, support and training.
5. To develop and maintain a core team of staff who are experienced in the care of children with special needs.
6. Ensure that all children are treated as equals and are encouraged to take part in every aspect of the nursery day.
7. To promote positive images of those with special needs wherever possible.

Responsible person (SENCO): _____

The nursery believes that all children have a right to experience and develop alongside their peers no matter what their individual needs.

Each child's needs are unique therefore any attempt to categorise children is inappropriate.

Children learn from interacting with other children and by giving these experiences children with special needs can be educated and develop as far as practicable with peers without special needs.

The nursery is committed to working alongside parents, in the provision of their child's individual needs to enable us to help to develop to their full potential.

All children with special needs have a right to a broad and well-balanced education.

Depending on the individual child's disability the nursery will endeavour to provide a ratio of 1:1.

We feel it is a paramount to find out as much as possible about a particular child's condition and the way that effects his/her educational needs by:-

- Liaison with the child's parents.
- Liaison with any professional agencies.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- Reading any reports that have been prepared.
- Attending any review meetings with the local authority.
- Regular monitoring of observations done in the child's development.

All children will be given a full settling in period when joining the nursery according to their needs.

Has Special Needs Co-ordinator: _____

S/he works closely with all staff to make sure there are systems in place to plan, implement, monitor, review and evaluate the special needs policy of the nursery, always making sure plans and records are shared with parents.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

13 STUDENTS

The nursery welcomes the chance to encourage training. We accept student placements and recognise this is an opportunity to examine and revise our own practice. We will accept on student at a time and normally any one each term. More than this places undue pressure on staff. We do, however, accept small groups of occasional placements when research or studies are being carried out that will be of benefit to childcare.

All students on placements must adhere to the same codes of conduct as permanent staff and this also applies to time-keeping and dress code. Students are attached to a senior member of staffs who supervised their work and explain the safety and fire requirements. All students are encouraged to contribute fully to the nursery routine and to spend some time in each area. Students must not be left alone with children and they should only be allowed to change nappies supervised.

Student's signature: _____

Supervisor's signature: _____

Parents/Guardian' signature: _____

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

14 ARRIVAL AND DEPARTURES

It is policy of nursery to give a warm welcome to each child on its arrival.

Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety, and that their attendance is recorded in the register.

The member of staff receiving the child immediately records his/her arrival in the daily attendance register. Any specific information provided by the parents should be recorded.

If the parent requests the child to be given medicine during the staff member must ensure that the medicine procedure must be followed to identify the nominated adult.

The planned departure of the child should be anticipated by the key worker in the group. All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and handed to him/her personally.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. On departure, the child register must be immediately marked to show that the child has left the premises.

15 STAFF DEVELOPMENT AND TRAINING

The nursery highly values its staff. It is interests of nursery, the children and the individual that each staff member is given the opportunity to develop their personal skills to their maximum and to broaden their knowledge and skills in caring for children.

To facilitate us:

Hold regular staff meetings and team meetings.

Ensure where practical staff to attend external training courses.

Encourage staff to pass on their knowledge to those less experienced.

Have staff appraisals every year.

Develop a training plan addressing both qualifications and continuous professional development needs to setting of individual staff.

Promote a positive learning culture within the setting.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

16 CONFIDENTIALITY

It is legal requirement on the nursery to hold information about the children using the nursery staff. Basic information is used for registers, invoices and for emergency contacts, however all records will be stored in a locked cabinet.

The staff through their close relationship with both the children and their parents may learn more about the families using the nursery. All staff are aware that his information is confidential and only for use within the nursery setting. If any of this information is requested for whatever reason, the parent's permission will always be sought.

If, however, a child is considered at risk our protection policy will override confidentiality.

17 PROCEDURES DEALING WITH RACIAL HARASSMENT

Introduction

We have the duty to create and implement strategies in nursery to prevent and address racism. Such as strategies include:

- That the nursery records all racist incidents.
- That all recorded incidents are reported to the child's parents/carers, and when appropriate to the registering authority.

Parents have a right to know when racism occurs and what actions the nursery will take to tackle it.

In the Race Relations Act 1976 section 71 there is a statement of duty to 'promote harmony and good relation' between different groups in society. We have a statutory responsibility to monitor, review and eliminate racial discrimination.

Definition of racial harassment

'Violence which may be verbal or physical and which included attacks on property and people because of their race, nationality, ethnic origins-when the victim believed that the perpetrator was acting on racial grounds and/or there is evidence of racism' – (commission for racial equality).

Incident may involve a small or large number of persons, they may vary in their degree of offence and may not even recognise the incident has racial implications; or at the other extreme their behaviour may be quite deliberate and blatant.

Example of racial harassment

Physical assault against a person or group of people.

Derogatory name calling, insults and racial jokes.

Racist graffiti and other written insults.

Provocative behaviour such as wearing racist badges and insignia and the distribution of racist literature.

Threats against a person or group of people because of their colour or race.

Discriminatory comment including ridicule made in the course of discussion in class or elsewhere.

Patronising words or actions.

Procedure

1. All staff in the nursery should be constantly aware of any racial harassment taking place.
2. They must intervene firmly and quickly to prevent all forms of racial harassment. Any allegation should be taken seriously and reported to the manager.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

3. Each incident should be investigated and recorded in detail as accurately as possible. This record should be available for inspection by staff, inspectors and parents where appropriate, on request.
4. The manager is responsible for ensuring that incidents are handled appropriately and sensitively and entered in the record book. Any pattern of behaviour should be indicated. Perpetrator/victims initials may be used in the record book as information on individuals is confidential to the nursery.
5. Where an allegation is substantiated following an investigation, the parents of children who are perpetrators and victims should be informed of the incident and of the outcome.
6. Continued racial harassment may lead to exclusion but such steps should only be taken when other strategies have failed to modify behaviour.
7. Adults found to be perpetrators must be reported immediately to the manager.

Racial harassment needs to be recorded to:

- Develop strategies to prevent future incidents.
- Identify patterns of behaviour.
- Identify persistent offenders.
- Monitor the effectiveness of nursery policies.
- Provide a secure information base to enable nursery to respond to comments about racial incidents.

Nursery staff

All staff should be alert and seek to overcome any ignorant or offensive behaviour based on fear or dislike of racial distinctions that pupils or adults may express in nursery.

An atmosphere must be created where the victims of any form of racial harassment have confidence to report such behaviour and that subsequently they feel positively supported by the staff of the nursery.

It is incumbent upon all members of staff to ensure that they do not express any views or comments that are racist. Nor must staff appear to endorse such views by failing to counter behaviour, which is prejudicial in a direct manner. A sensitive and informed approach must be used counter any racial harassment perpetrated out of ignorance.

When a member of staff violates nursery code of practices they will be counselled by the manager it will be explained to them why the behaviour is unacceptable and what steps will be taken to remedy situation. At this stage it will be clear that the content of discussion will not be used as evidence in further action. A repetition of such behaviour will lead to a formal warning at which point the member of staff will be advised of their right to have a witness present. From this point the normal disciplinary codes of practise for employees of the nursery will come into effect.

18 HEALTH AND SAFETY

Our policy is to provide and maintain safe and health working conditions, equipment and systems of work for all our employees, and to provide such information, training and supervision as they need for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities. The allocation of duties for safety matters and the particular arrangements which we will make to implement the policy are set out in this policy and sufficient resources will be made available to honour our commitment. The policy will be kept up to date, particularly as the business changes in nature and size. To ensure this, the policy and the way in which it has operated will be reviewed every year.

Signed: _____

Date: _____

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

HEALTH & SAFETY

Rules and Responsibilities

Proprietor

Mr Hani Sidki Mohamed

Providing safe resources and maintaining equipment. Checking with the manager that everything is up to date.

Manager (Somia Ibrahim)

Checking risk assessment are correct, ensuring that staff is following procedure.

Team Leader _

To ensure that procedures are being carried out correctly and to check equipment regularly.

All senior staff

To ensure that all staff are aware of health & safety procedures and that the correct procedures are being adhered to for the safety of the customers, staff and children. To make sure that equipment is good working order and is checked on a regular basis.

All Staff

To ensure that they are aware of health & safety procedures by reading the health & safety book. Checking equipment regularly and adhering to the correct procedures.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Aims and objectives

The aim of this policy statement is to ensure that all reasonably practised steps are taken to ensure the health, safety and welfare of all persons using the premises. To achieve this we will actively work towards the following objectives:

- a) To establish and maintain safe working procedures amongst staff and children.
- b) To make arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- c) To ensure the provision of sufficient information, instruction and supervision to enable all people working in or using the nursery to avoid hazards and contribute positively to their own safety and health at work and to ensure that they have access to health and safety training as and when provided.
- d) To maintain a safe and health place of work and safe access to egress form it.
- e) To formulate effective procedures for use in case of fire and other emergencies and for evacuating the nursery premises.
- f) To follow the regulations of the Health and Safety at work Act 1974 and any other relevant legislation.

We believe the risks in the nursery environment to be low but to maintain the maximum protection for children, staff and parents/carers we consider it necessary to:

- a) Ensure the highest standards of cleanliness are maintained.
- b) Ensure safe and clear access and exits from the building, including fire exits.
- c) Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the remedial action.
- d) Ensure that all staff is aware of the fire procedures and regular fire drills are carried out.
- e) Ensure that all members of staff are aware of the procedures in case of accidents.
- f) Ensure that all members of staff take all reasonable action to control the spread of infectious disease and that they wear protective gloves and clothes where appropriate.
- g) Prohibit smoking on the premises.
- h) Prohibit any contractor working on the premises without prior discussion with the officer in charge to negate any risks to the staff or children.
- i) No inappropriate jewellery to be worn. One pair of stud earrings and wedding/engagement rings is acceptable.
- j) Dress code: smart and practical with sensible shoes. No nail varnish and all long hair must be tied back at all times.
- k) No running inside premises.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- l) All electrical sockets should be protected by safety plugs, no trailing wires.
- m) All children materials/toilet cleaner to be placed out of the reach of the children.
- n) Protective clothing should be worn when serving food.
- o) Nuts e.g. peanuts are not allowed in the nursery.
- p) Telephone calls must be received before 8am if a member of staff is not well enough to attend work.
- q) All staff should familiarise themselves with the First Aid boxes and know who the appointed First Aider is.
- r) Children must be supervised at all times.
- s) No student should be left unsupervised at any time.

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. Staff and the management must constantly be mindful of their responsibilities individually and collectively for the safety of themselves and their colleagues.

9 PROMOTING HEALTH AND HYGIENE

Administering Medicines

Policy statement

While it is not our policy to care for sick children, who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness.

In many cases, it is possible for children's GP's to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting. If a child has not had a medication before, it is advised that the parent keeps the child at home for the first 48 hours to ensure no adverse effect as well as to give time for the medication to take effect.

These procedures are written in line with current guidance in 'Managing Medicines in Schools and Early Years Setting'; the manager is responsible for ensuring all staff understand and follow these procedure.

The key person is responsible for the correct administration of medication to children for whom they are the key person. This includes ensuring that parent consent forms have been completed, that medicines are stored correctly and that records are kept according to procedures. In the absence of the key person, the manager is responsible for the overseeing of administering medication.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.4 Health and well-being	2.2 parents as partners 2.4 Key person	3.4 Supporting every child	

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Procedures

- Children taking prescribed medication must be well enough to attend setting.
- Only prescribed medication is administered. It must be in date and prescribed for the current condition.
- Children prescribed medicines are stored in their original containers, are clearly labelled and are inaccessible to the children.
- Parents given prior written permission for the administration of medication. The staff receiving the medication must ask the parent to sign a consent form stating the following information.

No medication may be given without these details being provided:

- Full name of child and date of birth;
 - Name of medication and strength;
 - Who prescribed it;
 - Dosage to be given in the setting;
 - How the medication should be stored and expiry date;
 - Any possible side effects that may be expected should be noted; and
 - Signature, printed name of parent and date.
-
- The administration is recorded accurately each time it is given and is signed by staff.
Parents sign the record book to acknowledge the administration of a medicine. The medication record book records:
- Name of child;
 - Name and strength of medication;
 - The date and time of dose;
 - Dose given and method; and is
 - Signed by key person/manager; and is verified by parent signature at the end of the day.

Storage of medicines

- All medication is stored safely in a locked cupboard or refrigerated. Where the cupboard or refrigerator is not used solely for storing medicines, they are kept in a marked plastic box.
- The child's key person is responsible for ensuring medicine is handed back at the end of the day to the parent.
- For some conditions, medication may be kept in the setting. Key persons check that any medication held to administer on an as and when required basis, or on a regular basis, is in date and returns any out of date medication back to the parent.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- If the administration of prescribed medication requires medical knowledge, individual training is provided for the relevant member of staff by a health professional.
- If rectal diazepam is given another member of staff must be present and co-signs the record book.
- No child may self-administer. Where children are capable of understanding when they need medication, for example with asthma, they should be encouraged to tell their key person what they need. However, this does not replace staff vigilance in knowing and responding when a child requires medication.

Children who have long term medical conditions and who may require on on-going medication

- A risk assessment is carried out for each child with long term medical conditions that require on-going medication. This is the responsibility of the manager alongside the key person. Other medical or social care personnel may need to be involved in the risk assessment.
- Parents will also contribute to a risk assessment. They should be shown around the setting, understand the routines and activities and point out anything which they think may be a risk factor for their child.
- For some medical conditions key staff will need to have training in a basic understanding of the condition as well as how the medication is to be administered correctly. The training needs for staff is part of the risk assessment.
- The risk assessment includes vigorous activities and any other nursery activity that may give cause for concern regarding an individual child's health needs.
- The risk assessment includes arrangements for taking medicines on outings and the child's GP advice is sought if necessary where there are concerns.
- A health care plan for the child is drawn up with the parent; outlining the key person's role and what information must be shared with other staff who care for the child.
- The health care plan should include the measures to be taken in an emergency.
- The health care plan is reviewed every six months or more if necessary. This includes reviewing the medication, e.g. changes to the medication or the dosage, any side effects noted etc.
- Parents receive a copy of the health care plan and each contributor, including the parents, signs it.

Managing medicines on trips and outings

- If children are going on outings, staff accompanying the children must include the key person for the child with a risk assessment, or another member of staff who is fully informed about the child's needs and/or medication.
- Medication for a child is taken in a sealed plastic box clearly labelled with the child's name, name of the medication, inside the box is a copy of the consent

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Form and a card to record when it has been given, with the details as given above.

- On returning to the setting the card is stapled to the medicine record book and the parent signs it.
- If a child on medication has to be taken to hospital, the child's medication is taken in a sealed plastic box clearly labelled with the child's name, name of the medication. Inside the box is a copy of the consent form signed by the parent.
- As a precaution, children should not eat when travelling in vehicles
- This procedure is read alongside the outings procedure.

Legal framework

- Medicines Act (1968)

Further guidance

- Managing Medicines in School and Early Years Setting (DFES 2005)
<http://publications.teachernet.gov.uk/eorderingdownload/1448-2005pdf-en-02.pdf>

20 HEALTH/ILLNESS AND EMERGENCY

It is the nursery policy to encourage and promote good health and hygiene for all the children in our care. This includes monitoring the children for signs and symptoms of communicable diseases such as chicken pox, measles, mumps, rubella, meningitis, hepatitis, diarrhoea, vomiting and fevers of 101 degree/38 degree C or over.

With the welfare of the sick child in mind and in the interests of the remaining children in the nursery, if in the opinion of the staff a child is ill, then the parent/carer will be contacted and requested to collect him/her as soon as possible.

The staff of the nursery must be convinced that the child has returned to good health before re-admitting him/her.

In the case of a serious accident or illness occurring then the parent/carer will be contacted immediately along with the children's GP and the appropriate action taken. In the unlikely event of the parent not being available the senior staff member will assume charge and if necessary take the child to hospital along with all relevant details.

The following procedures will be followed in the event of:-

Major accident

At all times the staff must wear protective clothing (disposable aprons and gloves).

- 1- The manager will assess the situation and decide whether the child needs to go immediately to hospital or whether the child can wait for the parent/main carer to come.
- 2- If the child needs to go straight to hospital an ambulance will be called. Then the parent/main carer at the hospital. A member of staff will accompany the child to the hospital, but will not sign for any treatment to be carried out.
- 3- If the child can wait for the parent/main carer to come, then the parent/main carer will be contacted and the child will be made as comfortable as possible.
- 4- A member of staff will stay with the child until the parent/main carer arrives.

It will then be for the parent/main carer to decide whether to go to the hospital or not.

A) The injury is assessed by the key worker and if necessary the manager is called.

- 1- The injury is then treated.
- 2- The child is then resettled back into the base room and observed.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- 3- This incident is then recorded in the accident book and an incident slip is written and placed in the child's drawer for the parent.
- 4- The accident book is checked by a senior member of staff for the area on a regular basis to check for patterns.

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

21 EXCLUSION PROCEDURE FOR ILLNESS/COMMUNICABLE

Disease/Illness	Minimal Exclusion Period
Antibiotics prescribed	First day home.
Temperature	If sent home ill, child must be off for 24 hours.
Vomiting	If sent home ill, child must be off for 24 hours.
Conjunctivitis	Keep at home for a minimum of 1 day; if eyes still weeping.
Diarrhoea	24 hours or until 2 clear nappies,
Chicken pox	7 days from appearance of the rash
Gastro-enteritis, food poisoning Salmonellosis and dysentery	24 hours until 2 clear nappies or for modifiable diseases, until advised by the relevant public health official
Infective hepatitis	7 days from onset of jaundice
Measles	7 days from appearance of the rash
Meningococcal infection	Until recovered from the illness
Mumps	Until the swelling has subsided and in no case less than 7 days from onset of illness
Pertussis (Whooping cough)	21 days from the onset of paroxysmal cough
Poliomyelitis	Until declared free from infection by the appropriate public health official
Scarlet fever and streptococcal Infection of the throat	Until appropriate medical treatment has been given and in no case for less than 3 days from the start of treatment
Tuberculosis	Until declared free from infection by the appropriate public health official
Typhoid fever	Until declared free from infection by the appropriate public health official
Impetigo	Until the skin is healed
Pediculosis (lice)	Until appropriate treatment has been given
Planter warts	No exclusion. Should be treated and recovered
Ringworm of scalp	Until cured
Ringworm of body	Seldom necessary to exclude provided treatments is being given
Scabies	Need not be excluded once appropriate treatment has been given

22 **SPECIAL CONSIDERATION FOR EMPLOYER**

Introduction

We recognise that certain employees such as young persons, new and expectant mothers and persons having a disability require special consideration under the management of health and safety at work regulations 1992. The health and safety policy should have regard to such persons both at the commencement of employment and during the course of it. The following procedure is therefore set down to achieve this aim

Procedure

Any employee requiring special consideration will be assessed by the manager on induction to the nursery or when their condition or disablement comes to light. The risk assessments relating to the occupation of such workers will be considered at these times and special measures such as training and supervision, arrangements, modifications, and medical surveillance if necessary will be agreed upon with the worker.

Further assessment and reviews will be carried out at appropriate intervals.

23 GOOD HANDLING TECHNIQUES

As it is not to eliminate manual handling altogether, correct handling techniques must be followed to minimise the risks of injury. The techniques outlined below should be followed at home as well as at work.

Preventing injuries

As with other health and safety issues, the most effective method of prevention is to eliminate the hazard-in this case, to remove the need to carry out hazardous manual handling. For example: it may be possible to re-design the work place so that items do not, need to be moved from one are to another.

Where manual-handling tasks cannot be avoided, they must be assessed. This involves examining the tasks and deciding what the risks associated with them are, and how these can be removed or reduced by adding control measure.

Correct Lifting procedure

1- Planning and procedure

- Think about the risk to be performed and plan the lift.
- Consider what you will be lifting, where you will put it and how you are going to get there.
- Never attempt manual handling unless you have read the correct techniques and understood how to use them
- Ensure that you are capable of undertaking the task-people with health problems and pregnant women may be particularly at risk of injury.
- Assess the weight and centre of gravity of the load.
- Assess the size of the load to made sure that you can grip it safely and see where you are going.
- Assess whether you can lift the load safely without help. If not, get help. Bear in mind that it may be too dangerous to attempt to lift some loads.
- If more than one person is involved, plan the lift first and agree who will lead and given instructions.
- Plan your route and remove any obstructions. Check for any hazards such as uneven/slippery flooring.
- Lighting should be adequate.
- Avoid lifting unsafe loads, such as damaged glass or badly packed chemicals.
- Check whether you need any personal protective equipment (PPE) and obtain the necessary items, if appropriate. Check the equipment before use and check if it fits you.

- Ensure that you will be able to maintain a firm grip.
- Ensure that you are wearing the correct clothing, avoiding tight clothing and unsuitable footwear.
- Remove any unnecessary packaging, if this will make the task safer.
- Reduce the size and weight of loads to make handling easier, this could involve suppliers in packing items into smaller consignments before delivery.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- Control harmful load for instance, by covering sharp edges or by insulating hot containers.
- Consider a resting stage before moving a heavy load or carrying something any distance.

2- Position

- Stand with your feet apart and your leading leg forward. Your weight should be even over both feet. Position yourself (or turn the load around) so that the heaviest part is next to you. If the load is too far away, move towards it or bring it nearer before starting the lift.

3- Lifting

- Always lift using the correct posture.
- Bend the knee slowly, keeping the back straight.
- Tuck the chin in on the way down.
- Lean slightly forward in necessary and get a good grip.
- Keep the shoulders level, without twisting or turning from the hips.
- Try to grip with the hands around the base of the load.
- Bring the load to waist height, keeping the lift as smooth as possible.

4- Move the Load

- Move the feet, keeping the load close to the body.
- Proceed carefully making sure that you can see where you are going.
- Lower the load, reversing the procedure for lifting.
- Avoid crushing fingers or toes as you put the load down.
- Position and secure the load after putting it down.
- Where there are charges, for example to the activity or the load, the task must be re-assessed.

24 **OFFICE POLICIES**

Staff can help to prevent health problems by:

- Sitting comfortably at the correct height with forearms parallel to the surface of the desktop and eyes level with the top of screen.
- Maintaining a good posture.
- Avoiding repetitive and awkward movements by using a copy holder and keeping frequently used items within easy reach.
- Changing position regularly.
- Using a good keyboard and mouse technique with wrists straight and not using excessive force.
- Making sure there are no reflection or glare on screens by carefully positioning them in relation to sources of light.
- Adjusting the screen control to prevent eyestrain.
- Keeping the screen clean.
- Reporting to their manager any problem associated with use of the equipment.
- Planning work for breaks away from the workstation.

Seating and posture for typical office tasks

- Good lumbar support
- Seat height adjustably
- No excess pressure on underside of thighs and backs of knees
- Foot support if needed
- Space for postural change, no obstacles under desk
- Forearms approximately horizontal
- Minimal extensions, flexion or deviation of wrists
- Screen height and angle should allow comfortable head position
- Space in front of keyboard to support hand/wrists during pauses in typing
- Seat back adjustably

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

25 LATE COLLECTION

- Inform the manager if a child has not been collected.
- The officer in charge and one other member of staff must stay behind with the child.
- If at a designated time the parents/carers still have not collected the child, the officer in charge will telephone the contact numbers available.
- If no contact can be made the officer in charge and extra member of staff will stay on the premises until a designated time.
- In the event of no contact being made by the designated time the person in charge will ring social services emergency duty team.
- Monday to Thursday 6pm – 8am, and from 6pm Friday through to Monday 8am.
- To access the service simply telephone **02083037777**
- If you need emergency help after 5pm or at the weekend: **02083037777** and advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- Ofsted may informed: **08456404040** (Ofsted Early Years 3rd Floor, Royal Exchange Building, St Anars Square, Manchester M2 9QY

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

26 MISSING CHILD

Policy Statement

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

EYFS Key Themes and Commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping Safe 1.4 Health and well-being	2.2 Parents as partners	3.4 The wider context	

Procedures

Child going missing on the premises

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

Child going missing on an outing

This describes what to do when staff has taken a small group on an outing, leaving the setting leader and/or other staff back in the setting. If the setting manager has accompanied children on the outing, the procedures are adjusted accordingly.

- As soon as it is noticed that a child is missing, staff on the outing ask children to stand with their designated person and carry out a headcount to ensure that

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

no other child has gone astray. One staff member searches the immediate vicinity but does not search beyond that.

- The setting manager is contacted immediately and the incident is reported.
- The setting manager is contacts the police and reports the child as missing.
- The setting manager contacts the parent, who makes their way to the setting or outing venue as agreed with setting manager. The setting is advised as the best place, as by the time parent arrives, the child may have been returned to the setting.
- Staff takes the remaining children back to the setting.
- In an indoor venue, the staff contacts the venue's security who will handle the search and contact the police if the child is not found.
- The setting manager, or designated staff member may be advised by the police to stay at the venue until they arrive.

The Investigation

- Staff keeps calm and do not let the other children become anxious or worried.
- The setting manager speaks with the parent(s).
- The manager carries out a full investigation taking written statement from all the staff in the room or who were not on the outing.
- The key person/staff member writes an incident report detailing:
 - The date and time of the report.
 - What staff/children were in the group/outing and the name of the staff designated responsible for the missing child.
 - When the child was last seen in the group/outing.
 - What has taken place in the group or outing since the child went missing.
 - The time it is estimated that the child went missing.
- A conclusion is drawn as to how the breach of security happened.
- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will all aspects of the investigation, including interviewing staff. Children's social care may be involved if it seems likely that there is a child protection issue to address.
- The incident is reported under RIDDOR arrangements (see the reporting of accidents and incidents policy); the local authority Health and Safety Officer may want to investigate and will decide if there is a case for prosecution.
- In the event of disciplinary action needing to be taken, Ofsted is informed. (08456 404040)
- The insurance provider is informed.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Managing People

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

27 VISITS & OUTINGS

- As part of our curriculum the children are taken for local walks, visits etc. off the premises and permission will be sought for your child to be included in such outings.
- A staff member shall inform you in advance of any visits or outings involving the transportation of children away from the nursery.
- The nursery will inform parents whether a school vehicle, private passenger vehicle or public transport will be used.
- A full risk assessment will be carried out for each outing.
- When taking a child on such a trip, outing or special event, the nursery will:
 1. Secure individual written consent slips signed by a parent.
 2. Advise parents of the time and place the visit will take place.
 3. Advise parents on the equipment needed for the trip i.e. coats, rucksack, packed lunch etc.
 4. The ratio for staff to children depends on the age group of the group and will be advised at the time.
 5. There will be a designated person in charge and a designated First Aider.

The staff members will:

1. Divide the children into small groups.
2. Take a register with them.
3. Take a first aid kit.
4. Take a mobile phone and contact numbers.
5. And anything else that is deemed necessary for the comfort of the trip.
6. The staff members will contact the nursery at least once whilst out.
7. All children will wear badge with the contact number of the nursery.
8. The register will be taken before setting off, on arrival, halfway through the visit, before departure, and again on arrival back at the nursery.

Portobello Day Care Nursery
P.D.C.N Policy 2023-2024

28 NO SMOKING POLICY

The nursery operates a no smoking policy within its building and grounds.

Staff's accompanying children outside the nursery are not permitted to smoke.

29 SUPERVISION OF STAFF

The person in charged is responsible for ensuring all staff is registered to work on the premises. Ofsted forms are issued and checks carried out, however staff can work in the nursery before these checks are completed as long as they are supervised by registered staff at all times.

All nursery staff will be informed of staff awaiting registration clearance.

Unregistered staff must never:

- Be left unsupervised whilst caring for children.
- Take children for toilet visits unless supervised by registered staff.
- Change nappies whilst unsupervised.
- Be left unsupervised during outdoor play.
- Be left alone in a room for children.
- Administrator medication.
- Administer first aid.

Whilst ensuring all the above adhered to, it is vital that the unregistered staff be made to feel part of the team and participate fully in every other aspect of the nursery day.

30 RISK ASSESSMENT

1. Introduction

The Nursery recognizes the business and legal reasons for conducting risk Assessment. For this reason this policy, with accompanying guidance, sets out its approach to risk assessment. It describes the process, which will be followed including documentation, which will be used and individual responsibilities of staff. It also describes how this process will interface with other clinical risk assessment processes. It is important that staff are involved in the management of risk and reference is made to how staff representatives will be included in the assessment process.

Finally, the document describes how risks, which cannot be managed at a local level, will be communicated to the level of management who can either accept the risk on behalf of the Trust or who will take action to reduce the risk. At all times staff and their accredited representatives are kept informed of the current status of the risk.

2. Scope

This policy and guidance will apply to all Nursery activities, but will be particularly helpful in assessing local risks within services.

Assessments will take into account risks created by the Nursery, which could affect any person, and in some circumstances property including data. The term 'person' will include staff, Children, relatives, members of the public, volunteers, contractors and anyone else who may be affected by the Nursery activities.

Special attention will be paid where staff working for different organisations work closely together for example, contracted domestic workers in a Nursery environment, employees working in buildings occupied by employees of another organisation.

3. Responsibilities

The Director has overall responsibility for risk assessment within the Nursery and for ensuring that effective arrangements are in place to manage identified risks.

Each Staff has responsibility for risk assessment within their areas of responsibility and for ensuring that the appropriate level of resources and commitment are employed in this process. Each staff will monitor their job in ensuring that appropriate resources are put into place to ensure assessment of their service is conducted.

Directors are responsible for monitoring the results of risk assessments and have a part to play in allocating resources to manage the risks, which cannot be managed locally.

- Train sufficient numbers of local assessors for their area, or attend the

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

training themselves, if they chose to carry out their own assessment

- Allow sufficient time for assessors to conduct adequate assessment
- Consult involve with staff and their safety representatives during the assessment process
- Endorse assessments, with or without alteration
- Agree local action plans to remove or reduce risks identified during the assessment
- Refer risks to the appropriate senior manager or committee where they cannot be managed locally
- Make temporary adjustments and keep staff and their representatives informed of progress in managing risks that cannot be fully managed locally
- Review assessments if there is reason to suspect that it is no longer valid or there has been a significant change.
- Identify any member of staff, who is considered to be especially at risk.

Employees' have a duty to cooperate with their managers and local risk assessors when they are conducting risk assessments. They are also responsible for cooperating with their managers in implementing any remedial action to reduce the risk. Failure to cooperate is a serious matter as this can place the employee and possibly others at risk.

The Nursery has arranged for local risk assessors and managers to have competent advice in the risk assessment process. Director and Managers will use this resource as appropriate.

4. Communication of Assessments

All managers will maintain records of risk assessments which will be brought to the attention of all employees and contractors who may be affected by the risks, and the measures they need to take to avoid the risk before they work in the area.

5. Review of the Policy

This policy will be reviewed no later than once every one year **or early if required.**

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

31 KEY PERSON POLICY

At Portobello Day Care Nursery we realise the importance of each child having a key person who is "special to them. The following responsibilities are subject to key persons being available to care for their key children. In their absence a familiar person will take their place.

Key person's responsibilities are:-

Introducing a new child to their room and talking to parents/carers about the child's individual needs and routines.

To develop a secure and trusting relationship with your key children and their parent/carers.

Greeting and settling your key children on arrival and ensuring any messages are recorded/passed on to relevant staff.

To change nappies, toileting and changing of clothes and any other personal needs.

Maintaining your child's developmental records and ensuring that their needs are integrated into the room activities.

To comfort when distressed and support them when learning new skills.

Ensuring any necessary feedback for parents/carers at the end of the day is recorded or communicated to the room supervisor/evening staffs who are responsible for the handover.

This policy is sometimes difficult to fully implement due to staff holidays/sickness/training etc. staff can also be moved to other rooms to cover absences.

32 TOILETING AND NAPPIES POLICY

Toileting

We promote independent toileting for all children who are 2 to 5 years old.

Children are encouraged to ask a member of staff if they need to use the toilet. This arrangement enables toileting to be more closely monitored by staff who are then on hand to supervise hand washing afterwards.

Nappies

Student/Volunteer not yet completely toilet trained, parents are required to provide sufficient disposable nappies, extra cloths and wipes for each day.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

33 PHOTOGRAPHS POLICY

From time to time we like to take photographs of our nursery in action and make displays inside the nursery buildings. Under no circumstances will these photographs be circulated outside the nursery, used for promotional purposes or posted on the website unless express permission is received in writing from parents/carers beforehand.

34 BIRTHDAY CELEBRATION POLICY

The nursery celebrates birthdays. It is optional whether parents/carers wish to bring a cake (Nut Free) to be shared between all the children attending on that day. Parents/carers of the child concerned are welcome to attend these small celebrations but we prefer that parents of other children do not attend as this causes significant disruption to the nursery routine.

Parents are not allowed to take other children picture and record videos without the permission of Portobello Nursery Manager.

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

35 NOTICE OF ABSENCE POLICY

If a child is not brought to the nursery on a day when s/he is normally present, the parents/carers must inform the Manager by 10am the reason for the absence and the expected date of return. If the Manager has not heard from the parent/carer after five days (not including Saturday and Sunday) the Portobello Day Nursery reserves the right to de-register the child and offer the place to someone else. If for any reason (e.g. illness) a child cannot be brought to the nursery when s/he would normally be present, parents/carers are required to pay the normal fees. Parents/carers wishing to terminate their registration must give four weeks' notice in writing to the PDCN Nursery Manager

36 PARENTAL INVOLVEMENT POLICY

The importance of continuity between home and the Nursery cannot be overstressed. Our aim is to develop an honest, open and supportive relationship with you which complements life in your home rather than contradicts it. We are very aware of our influence as a role model for your child and without your extensive knowledge of your child we would be unable to enhance your child's development. Nursery staff are always available to discuss your child and their development.

We welcome participation in the Nursery User Group from all parents/carers. The group meets on a term basis to discuss issues, trends and developments of broad interest and concern to users of the nursery.

To find out more information regarding these meetings please contact:

- Early Years Centre Manager on 020-7107-5966
- Chair of User's Meeting Steve Gibbons on 020-7107-5966

37 CCTV Policy and Procedure

Introduction

The purpose of this policy is to state how our establishment deals with the requirements of the law, particularly the Data Protection Act 1998, in respect of our use of the Closed Circuit T.V. system in the Nursery.

The purpose of the CCTV system is for the security of the premises, the prevention, detection and investigation of criminal activity, trespass and vandalism and the safety of children, staff and visitors to the site. Static and remotely operated cameras enable this purpose.

Our Policy

1. To inform all who come onto the Nursery that CCTV is in use.
2. To ensure the prevention of intrusion of privacy for immediate neighbours.
3. To keep images from CCTV secure and controlled by authorised personnel.
4. To maintain all CCTV equipment in working order.
5. To manage the output in a responsible way having quality control and replacement arrangements.
6. To provide retention of images within the stated purpose only.
7. To state the manner and means of destroying stored images.
8. To comply with the 'Freedom of Information Act 2000'.

Arrangement Procedures

The following arrangements are in place in order to meet the aims of the policy:

1. All users of the Nursery will be notified of the use of CCTV by appropriate signage throughout the Nursery.
2. All camera views of the Nursery premises that also take in the neighbouring houses and gardens will have appropriate pixilation to only reveal the desired viewpoint. This will apply no matter which camera function is employed. A DVD is available to view the images showing the camera functions and resultant pixilation. This can be viewed on request to the System Manager.
3. The images that are recorded will be held in a secure location on the systems server and can only be accessed by those authorised to do so.
4. The secure location for viewing live images will be in the Nursery Office and

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

Remote access will be available to the Nursery Manager.

5. Within the purpose of the CCTV system such images may be shared with the Police enforcement agency if deemed necessary by the Nursery Manager.

6. The images will be digitally recorded on a rolling programme of 31 days. Unless required for evidence purposes, this retention will automatically overwrite the oldest images.

7. Any retention of images kept on the server will be kept until they are no longer required then overwritten in the normal way.

User Responsibilities

All user staff has the following responsibilities:

To uphold the arrangements of this policy.

To handle images/data securely and responsibly, within the aims of the Policy.

Staffs need to be aware that they could be committing a criminal Offence if they misuse CCTV images.

To uphold the recorded procedure for subject access requests.

To report any breach of procedure to the System Manager.

To attend training / refresher sessions as required.

38 COVID 19 Policy and Procedure

Responsibilities of local authorities and early year's providers

2.1 Early year's providers' responsibilities

Since 1 June, early years settings have been able to welcome back children of all ages.

We understand that it may not be possible for all settings to open more widely or reopen at this time. Early years settings should work together with local authorities to agree the provision needed locally to support the needs identified. Settings are expected to be flexible and work together where required.

We understand that in some areas, shared provision through early years hubs and clusters is in place and separate guidance is available for early years settings on [cluster and hub provision](#).

Settings are responsible for:

- safeguarding - local agencies, services and settings should work together to actively look for signs of harm given the greater risk of harm that some children may have been exposed to through the coronavirus (COVID-19) pandemic
- supporting the learning and development of, and caring for, the children who attend, as set out in the [early years foundation stage \(EYFS\)](#)
- in the case of vulnerable children, particularly those with social workers, early years providers should continue to encourage these children to attend regularly and notify their social worker if they stop attending
- planning and implementing the [system of controls](#), building on the hierarchy of protective measures that have been in use throughout the coronavirus (COVID-19) pandemic - section 3 of this guidance sets out the public health advice which early years settings must follow

Since 20 July, early years settings have no longer been required to keep children in small, consistent groups within settings but can return to normal group sizes. Settings should still consider how they can minimise mixing within settings, for example where they use different rooms for different age groups, keeping those groups apart as much as possible.

This change does not extend to cover provision for children over the age of 5. Where early years settings are also caring for children over the age of 5, they should ensure they are also following guidance on [protective measures for out-of-school settings during the coronavirus \(COVID-19\) outbreak](#) which includes guidance on group sizes.

Providers that care for children both under the age of 5 and over the age of 5 separately, where it is possible to do so, may choose to apply the measures outlined in this guidance to those children under the age of 5, and the measures outlined in

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

the [protective measures for out-of-school settings during the coronavirus \(COVID-19\) outbreak](#) to those over the age of 5.

Providers that have mixed age groups together will need to, as far as possible, keep all children irrespective of age in small consistent groups of no more than 15. Each group must be with at least one staff member, or with more staff members to meet relevant ratio requirements.

In light of the removal of 'bubbles' from 20 July, early years settings and local authorities should continue to keep risk assessments for children with special educational needs and disabilities (SEND) up to date and should look to bring back more children with SEND in accordance with the [SEND risk assessment guidance](#). Their return should be informed by their risk assessment, to help settings and local authorities ensure that the right support is in place for them to come back.

All other systems of control measures must remain in place.

We are continuing to make progress in understanding the disease and transmission characteristics of coronavirus (COVID-19). In addition, early years settings are on average much smaller than schools. This allows a less restrictive approach to mixing, and operating within strict space and ratio requirements, within settings than schools.

2.2 Welcoming back all children to early years settings

We have asked settings to welcome back more children to early years provision. We understand however that some settings may be unable to open, especially if they are experiencing staff shortages due to self-isolation and sickness, or particularly low levels of demand. Local authorities will work with local settings to determine the best way to ensure sufficient childcare.

2.3 Local authorities' responsibilities

Local authorities are responsible for:

- monitoring demand and capacity for childcare and should work with early years settings to ensure there are sufficient places to cater for those in priority groups as well as meeting local need - this may involve providing places in alternative settings if necessary or working with neighbouring local authorities to co-ordinate provision while keeping in mind the impact on children and families
- continuing to safeguard and promote the welfare of all children in their area, working with partner organisations and agencies, throughout the coronavirus (COVID-19) period (as set out in [working together to safeguard children](#))
- supporting early years settings to assess the risks for children whose education, health and care (EHC) plans they maintain, and ensuring those children are safely cared for whether in a setting or at home

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

- local agencies and services should work together to actively look for signs of harm given the greater risk of harm some children may have been exposed to through the coronavirus (COVID-19) pandemic

2.4 Actions for local authorities to monitor and manage their local early years markets

Local authorities should:

- continue to work with early years providers to monitor and manage their local childcare market
- develop an understanding of any gaps in childcare supply, as well as the barriers individual providers are experiencing and where they might temporarily be unable to open more widely or reopen (if they have been closed)
- where needed, manage the wider market flexibly to ensure that there is sufficient childcare provision, continuing to prioritise places for vulnerable children and children of critical workers, followed by 3- and 4- year olds, and then younger age groups - this may include:
 - moving children between providers where one provider has closed, and another has empty dedicated schools grant (DSG) funded places
 - operating through clusters and hubs to maintain educational provision, or, if necessary
 - using early years DSG block contingency budgets, where local authorities have them, or uncommitted central spend in the early years budget

Further information about funding for providers from the 2023 autumn term can be found in the guidance on the [use of free early education entitlements funding during coronavirus](#).

3. Infection prevention and system of controls

New National Restrictions came into force on Thursday 5 November. [Read how these affect this guidance](#).

Keeping children and staff safe is our utmost priority. This section of the guidance sets out the public health advice that early years settings must follow to minimise the risks of coronavirus (COVID-19) transmission. It also includes the process that settings should follow if anyone develops coronavirus (COVID-19) symptoms while attending. This guidance has been developed with advice from Public Health England (PHE).

The public health advice in this guidance makes up a PHE-endorsed [system of controls](#), building on the hierarchy of protective measures that have been in use throughout the coronavirus (COVID-19) pandemic. When implemented in line with a revised risk assessment, these measures create an inherently safer environment for children and staff where the risk of transmission of infection is substantially reduced for children and staff.

The [system of controls](#) provides a set of principles that when followed will effectively minimise risks. All elements of the [system of controls](#) are essential. All settings must

Portobello Day Care Nursery

P.D.C.N Policy 2023-2024

cover them all, but the way different settings implement some of the requirements will differ based on their individual circumstances. Where something is essential for public health reasons, as advised by PHE, we have said ‘must’. Where there is a legal requirement, we have made that clear. This guidance does not create any new legal obligations.

There cannot be a ‘one size fits all’ approach where the [system of controls](#) describes every scenario. Setting leaders will be best placed to understand the needs of their settings and communities, and to make informed judgments about how to balance delivering high quality care and education with the measures needed to manage risk. The [system of controls](#) provides a set of principles to help them do this and, when followed, they will effectively minimise risks.

3.1 Risk assessment

Settings must comply with health and safety law, which requires them to assess risks and put in place proportionate control measures.

Settings should thoroughly review their health and safety risk assessment and draw up plans as part of their wider opening. Settings should have active arrangements in place to monitor that the controls are effective, working as planned, and updated appropriately, for example when any issues are identified, or when there are changes in public health advice.

For more information on what is required of employers in relation to health and safety risk assessments, please see [annex A of the guidance for full opening: schools](#).

If buildings have been closed or had reduced occupancy during the coronavirus (COVID-19) pandemic, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires’ disease. Advice on this can be found in the guidance on [legionella risks during the coronavirus outbreak](#).

Additional advice on safely reoccupying buildings can be found in the Chartered Institute of Building Services Engineers guidance on [emerging from lockdown](#).

Once the setting is in operation, it is important to ensure good ventilation and maximising this wherever possible, for example, opening windows, where safe to do so (bearing in mind safeguarding in particular). Advice on this can be found in Health and Safety Executive guidance on [air conditioning and ventilation during the coronavirus outbreak](#)

39 CONTINGENCY PLAN

1.1 Definition of a Contingency:

An approach seeking to anticipate events likely to have a negative impact on safety arrangement in the nursery that are not expected to occur but are possible. Should those events occur, a plan of action to respond effectively should be advised.

Should the arrangement to address these events prove ineffective an emergency situation could develop.

1.2 Arrangements at (Portobello Day Care Nursery)

Management at Portobello Day Care Nursery have undertaken a number of measures to ensure the safe and effective management of the venue during operational activities. The following arrangements have also been developed to assist in addressing issues relating to contingency arrangements or an emergency situation.

The following situation should be considered as part of a contingency plan:-

- I- Fire
- II- Bomb Threat, suspect package
- III- Flood
- IV- Building and service
- V- Safety equipment failure
- VI- Emergency evacuation

In the event of emergency use the following instructions:

Name of emergency venue: Westbourne Studios

Address: 242 Acklam Road, London W10 5JJ

Contact Person:

Contact Number: