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# Wheathampstead Playgroup Policies

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## Designated Persons

The policies in this document assign certain responsibilities to designated officers of Playgroup. Those officers are as follows:

**Chairman: Andrew Musgrave**

The Chair of the Trustees/Directors of Wheathampstead Playgroup Ltd for the time being.

**Secretary: Ben Lane**

The Secretary of the Trustees/Directors of Wheathampstead Playgroup Ltd for the time being.

**Treasurer: Paul Wilby**

The Treasurer of the Trustees/Directors of Wheathampstead Playgroup Ltd for the time being.

**Bookkeeper: Jennie King**

The person appointed by the Trustees/Directors of Wheathampstead Playgroup Ltd to keep the company's books of account.

**HR Officer:**

Any person appointed by the Trustees/Directors of Wheathampstead Playgroup Ltd from time to time to supervise the Human Resource functions of the company.

**Playgroup Manager: Kerry Harrison**

The member of staff appointed to be Playgroup manager.

**Deputy Manager: Rosie McMullen**

The member of staff appointed to the position of Deputy Manager, fulfilling that role at the session in question. (At least one Deputy Manager to be present at all sessions not attended by the manager)

**SENCO: Catherine Fraser**

The member of staff currently holding the position of Special Educational Needs Coordinator.

**Trustees:**

A majority (unless specified otherwise) of the Trustees/Directors of Wheathampstead Playgroup.

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## Accident/Incident and Medical Emergency Procedure

### Medical Emergency

If a medical emergency arises, e.g. a child having a severe allergic reaction, a member of staff will administer the necessary emergency medication as prescribed for that particular child.

An ambulance will be called, as the child will need to go straight to hospital. The parents/carers will be contacted and arrangements made to meet them at the hospital. A senior member of staff will accompany the child to hospital if the parents are not available at the time carrying a mobile telephone.

Records of the medication given, dosage and time given, the care plan and records of all known medical history will accompany the child to hospital.

### Major Accident

If a major accident occurs the procedure is as follows:

If able to be moved, the child will be taken into a side room and the Manager or Deputy Manager notified immediately.

She will then assess the situation and decide whether the child needs to go immediately to hospital or whether the child can wait for the parent/carer to come.

- If the child needs to go straight to hospital an ambulance will be called. Then the parent/carer will be contacted and arrangements will be made to meet the parent/carer at the hospital.
- A senior member of staff will accompany the child to the hospital, and will notify medical staff of any known allergies, medication taken and medical history. If appropriate the child's medication record will be taken. They will not sign for any treatment to be carried out.
- If the child can wait for the parent/carer to come, the child will be made as comfortable as possible and a member of staff will stay with them until the parent/carer arrives. It will then be for the parent/carer to decide whether to go to the hospital or not.
- A report of the accident will then be recorded in the accident book.
- Ofsted will be informed. Any advice will be followed.
- A risk assessment of the cause/site of the accident will be undertaken and measures taken to minimise the risk of a repeat occurrence.

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## Minor Accident

If a minor accident occurs the procedure is as follows:

- The child is taken into a side room.
- The attending member of staff will assess the injury and if necessary the Manager or Deputy will be asked to attend.
- The injury is then treated and the child comforted.
- The child then rejoins the Group and is observed.
- The incident is then recorded in the accident book.
- If the child has suffered an injury/bump to the head, a separate note will be handed to the parent/carer (see attached note). A sticker will also be placed on the child stating the child has suffered a bump to the head.
- The child's initials are written on the board and (ACC) is noted by their name on the signing in sheet to act as a prompt.
- When the child is collected, the parent/carer will be informed of the accident by the child's Keyworker or another member of staff, and will be asked to countersign the accident book.

## Injuries to Staff

Staff injured at work will receive the same emergency treatment as the children. We will meet the legal requirements for the safety of staff by complying with RIDDOR (The reporting of Injury, Disease, and Dangerous Occurrences Regulations).

We will report to the local office of Health and Safety Executive:

- Any accident to a staff member, which requires treatment by a GP or a visit to hospital.
- Any dangerous occurrences (i.e. an event which does not cause an accident but could have done)

*At all times when dealing with bodily fluids, staff will wear disposable gloves and such fluids will be disposed of in a dedicated bin which will be emptied three times a week by an external waste disposal company.*

Any serious accidents to, injuries to, deaths of or serious illnesses of children while in the care of Wheathampstead Playgroup will be reported immediately to Ofsted and to the Hertfordshire Safeguarding Children Board. Any requirements or recommendations given to Wheathampstead Playgroup as a result of these notifications will then be acted upon.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015  
Date of review: June 2016



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## Additional Needs Policy

### Statement

Wheathampstead Playgroup is committed to the integration of children with special educational needs and has high aspirations and expectations for all children. The inclusion of all incorporates children, parents/carers and all staff.

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. Children learn from interacting with other children and by giving them these experiences children with special educational needs can be educated and develop alongside peers without special educational needs.

All individuals are included within this policy; those with special educational needs (he/she has a learning difficulty that needs special educational provision to be made), those with a disability, those from minority ethnic groups; Travellers; and other cultural groups.

The legal frameworks used and related to this policy are:  
(this list is not exhaustive)

The SEN Code of Practice 0-25 years (2014)

The DfES Inclusion Development Programme

The Early Years Foundation Stage Framework

The Children and Families Bill 2013 & 2014

The Equality Act 2010

The Special Educational Needs and Disability Regulations 2014

The Children Act 1989:

*A child is disabled if he is blind, deaf or dumb or suffers from a mental disorder of any kind or is substantially and permanently handicapped by illness, injury or congenital deformity or such other disability as may be prescribed.*

The Disability Discrimination Act 1995:

*A person has a disability for the purposes of this Act if he has a physical or mental impairment, which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.*

### Aims

- To recognise any special needs a child may have and ensure all staff are aware of the DfES Code of Practice on identification and assessment of special needs.

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- To work in close partnership with the Local Authority and operate under the guidance of the local offer.
  - All staff should be aware of the Early Years Foundation Stage framework and the identity of the SENCO and deputy SENCO.
  - To employ a special needs co-ordinator (SENCO) who is experienced in the care and assessment of children with special needs and a deputy SENCO who can assist in their duties.
  - To ensure the SENCO and where possible the deputy SENCO attend training opportunities each term, to up date their knowledge and understanding of Special Educational Needs for all children.
  - To assess each child's specific needs and adapt our facilities as appropriate.
  - To liaise with other agencies, including the health and education authorities and seek advice, support and training and establish firm partnerships with other professionals to ensure all needs are met.
  - To develop and maintain a core team of staff who are experienced in the care of children with special needs.
  - To ensure that all children are treated as equals and are encouraged to take part in every aspect of the playgroup day.
  - To promote positive images of those with special needs wherever possible.
  - To ensure the highest level of support possible and inclusive education for all children with special educational needs, ensuring children with SEN engage in activities alongside children who do not have SEN.
  - To ensure all children with SEN have a right to a broad and well-balanced education and dependent on the individual child's SEN the playgroup will endeavor to provide a ratio of 1:1 through applying for such funding from the local authority. At all other times, the playgroup's usual staff ratios will apply.
  - To monitor and review our practice and provision and, if necessary, make adjustments.

In accordance with the SEN Code of Practice 2014 Wheathampstead Playgroup employs systems to support early identification and timely interventions to support children's learning and development. We ensure;

- The insights of parents and those of children and young people themselves inform decisions.
- Have high ambitions and set stretching targets for them.
- Track their progress towards these goals.
- Keep under review the additional or different provision that is made for them.
- Promote positive outcomes in the wider areas of personal and social

- 
- development.
  - Ensure the approaches used are based on the best possible evidence and are having the required impact on progress.

### **Early identification**

Children are routinely assessed and monitored from their first settling-in session at playgroup. This includes a baseline assessment being carried out in collaboration with parents/carers and additional assessments thereafter including a child's Progress Check at age 2 years.

Progress is monitored and tracked in individual Learning Journals and this system lends itself very well to early identification of any additional support children may require.

The playgroup collects and analyses cohort data each term, which also aids early identification of children who may require additional support by assessing stages of development against the EYFS indicators.

The playgroup has highly qualified and experienced practitioners who are able to work together with the setting SENCO, parents/carers and other professionals that may be required for the benefit of the child.

### **The SENDCO's role**

- The role of the SENCO includes ensuring all practitioners within the setting understand their responsibilities to children with SEN and the setting's approach to identifying and meeting SEN as detailed in this policy.
- The SENCO acts as an experienced and knowledgeable practitioner on SEN in advising and supporting all practitioners in the setting.
- The playgroup SENCO liaises with other professionals and outside agencies as appropriate to support children with SEN in the setting.
- Wheathampstead Playgroup ensures the SENCO receives regular and up to date training through the Early Years' Service including attending conferences and courses and locality meetings.
- The SENCO will also endeavor to find out if any staff have any concerns over any children and offer advice and support and act appropriately depending on their findings. An accurate record of this is kept as a register of all children with SEN or additional needs and what is being done to support them.
- As part of this support, the SENCO will ensure observations and planning is appropriate and meets the child/children with special educational needs appropriately across the Early Years Foundation Stage Framework.
- The SENCO can and should share all concerns, interventions, support

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- and action plans with the playgroup manager/deputy and/or Area SENCO for additional advice and support.
- The Deputy SENCO should support the SENCO in all their roles and responsibilities as detailed above.

### **Designated SENCOs and Deputy SENCOs**

Catherine Fraser SENCO

Rosie McMullen Deputy SENCO

Mary Craig Deputy SENCO

### **Parents**

We work in close partnership with all our parents and carers right from the first time a parent/carer enters the playgroup. We view our parents and carers as the key person, carer and educator in their child's life. Parental input, viewpoints and knowledge are highly valued and sought to effectively support children with SEN.

Parents are included at every opportunity of early identification, early support, action plans, and referrals if required and permission sought. Targets can be identified and worked on collaboratively at home and at playgroup in partnership with parents/carers.

Parents are supported through the SENCO, key person and manager at all times and can sign post to additional support networks should they be required such as Portage.

Parents can access the Local Offer on line from the Local Authority and can view who the setting SENCO and Deputy SENCO is in the foyer.

### **SEND Support in the setting**

Wheathampstead Playgroup's inclusive admissions practice ensures equality of access and opportunity. We provide a wide range of resources to support and extend all children attending and routinely review and assess resources and environments to ensure they are appropriate for the needs of children. We endeavor to provide additional resources to support children with special educational needs if appropriate.

The playgroup is committed to work with any child who has SEN and/or a disability to enable the child to make full use of playgroup's facilities.

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

- Liaison with the child's parents.

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- Liaison with any professional agencies including attendance at all meetings
  - Reading any reports that have been prepared.
  - Attending any review meetings with the local authority.
  - Regular monitoring of observations done on the child's development.
  - Liasing with primary schools/other nurseries for transition purposes.
  - Raising staff awareness and monitoring and reviewing our policy annually.

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

On first assessment and notification of any special educational needs, staff will follow the steps and action below:

- Knowledge and advice from relevant professionals and outside agencies may be sought with parent's consent. The SENCO and practitioners will use specialist knowledge and advice about a child's individual needs to enable them to make progress and reach their full potential.
- A referral for exceptional needs funding may be made for extra support or funding.
- A Common Assessment Framework (CAF) may be completed.
- Team around the Family (TAF) meetings may be arranged. This is an opportunity for the family and professionals to discuss how a child's additional needs can be met.
- An Education, Health and Care Plan (EHCP) may be initiated. (Children and Families Bill 2013).

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015  
Date of review: June 2016

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## Admissions Policy

### General principles

Wheathampstead Playgroup is a charitable trust. The Trustees are bound in law to pursue the objects of the trust, of which the principal objective is the provision of pre-school education in Wheathampstead and its surrounding area. Although it would be desirable to extend this provision to all who wish to attend, constraints on capacity mean that it is necessary to impose an admissions policy in order to ensure the observance of our legal obligations and a fair allocation of our limited resources.

Playgroup accepts children aged from 2 to 4 years (until they are eligible to start Primary Education). Children will normally start in the first half term after they turn 2½, subject to the availability of places. A waiting list is operated. Children's names may be placed on the waiting list at any time after birth and parents are advised to contact the Manager as soon as possible. Early registration helps us to administer our admissions policy fairly and also allows us to plan for the future needs of our area.

Playgroup will not discriminate against any child on the grounds of race, skin colour, sex, religion, and financial or other social circumstances.

Playgroup is frequently over-subscribed and in that event, places will be allocated on a basis, which seeks to address the needs of individual children. This policy relates to new admissions only.

### Priority for the allocation of places

Places will be allocated to children in the following order of priority:

1. "Looked after children" and those in the care of Hertfordshire County Council.
2. Children with special needs who have been referred to us by another agency (including the health and education authorities, Children Centre, or social services).
3. Other new entrants: Children living within our catchment area, which is constituted by the civil and ecclesiastical parishes of Wheathampstead. Within this group, places will be allocated according to the length of time children have spent on the waiting list.

We accept children from outside our catchment area when there are places available after allocation according to the rules set out above.

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Please note that we do not automatically reserve places for younger siblings. Parents should not forget to add brothers and sisters to the waiting list.

Children will be offered a minimum of 2 half-day sessions. We do not accept children for a single half-day session.

Where possible, preferences for morning or afternoon sessions will be accommodated, but this is subject to available places.

Parents are contacted the term before their child is due to start, and invited to visit Playgroup for a session. During this visit, a registration form must be completed and a non-refundable registration fee of £20 paid, in order to secure a place. The registration fee is not applicable if your child is eligible for funded hours.

From time to time it may be possible to offer children already attending playgroup additional sessions. Such additional sessions will be offered at the discretion of the Manager and Chair of Trustees and application for additional sessions should be made to the Manager.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015  
Date of review: June 2016

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## Alcohol and Drugs Policy

At Wheathampstead Playgroup we believe that when working directly with children, staff members must not be under the influence of alcohol or any substance, which may affect their ability to care for children.

Alcohol must not be kept on the premises at any time with the exception to alcohol being supplied by playgroup for partnership events such as parent's evenings etc. along with donations for fund raising events organised by The Friends of Wheathampstead Playgroup. If parents wish to, they may provide alcohol to staff for gifts such as "thank yous", Christmas's and Birthdays. However, these gifts must be stored in the office in a locked cabinet and taken home at the end of their shift.

Any member of staff suspected of being under the influence of alcohol will be told to leave the premises and will be dealt with in accordance with our disciplinary policy.

Drugs must not be kept on the premises at any time with the exception of medication. However, this must be stored a locked cabinet or if needed near by for medical reasons i.e. an Epi pen, it must be stored in a sealed container out of the children's reach.

Any staff member found to be carrying any illegal drugs will be told to leave the premises and will be dealt with in accordance with our disciplinary policy.

Staff members taking medication, which they believe may affect their ability to care for children, should seek medical advice and only work directly with children if that advice is that the medication is unlikely to impair their ability to look after children.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015

Date of review: June 2016



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## Animal Policy

At Wheathampstead Playgroup we encourage the children to care for “living things” however, we recognise that animals, reptiles, birds and fish carry infections that can be transmitted to humans. Therefore, in line with our Health and Safety Policy we have implemented a strict hygiene procedure to prevent illness when handling and caring for these creatures.

Points to consider in relation to having animals in playgroup:

- Parents will be informed prior to an animal visiting/staying at the playgroup to establish whether a child has an allergy or phobia to a particular animal.
- A full risk assessment will be carried out before children come into contact with the animal, highlighting potential risks and acknowledging how these have been minimised.
- Children will only be allowed to handle the animals under direct supervision of an employed member of staff.
- Children must wash their hands thoroughly with liquid soap and warm running water after coming into contact with any animals.
- Staff must ensure that children do not put their hands in their mouths or touch their eyes etc. whilst handling any animals.
- Children are not permitted to kiss the animals.
- Staff must talk to children about the safe handling of animals.
- Staff must talk to children about personal hygiene.
- Staff must engage children in positive conversations about “living things” and encourage them to see this as a learning experience.
- Staff must ensure that the animals, if kept on the premises are looked after adequately. i.e. regularly cleaned, feed and watered and given exercise.
- Staff must ensure that any animal waste or urine is cleaned up immediately and disposed of correctly, ensuring that children do not come into contact with it.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015  
Date of review: June 2016

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## Annual Leave Policy

At Wheathampstead Playgroup we believe in providing a high quality learning experience in a secure and welcoming environment. The key worker system provides the children with a familiar adult to offer security and continuity of care.

Therefore all holidays must be booked outside of term time. Any request for leave within term time will only be authorised at the discretion of the Playgroup Manager providing sufficient cover can be secured. If leave is approved within term time, it will be unpaid.

Along with this only one member of management may be on leave at any one time, to ensure the smooth daily running of the playgroup.

Four weeks paid holiday is provided as follows:

- One week at Christmas
- One week at Easter
- Two weeks in August

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

Date policy adopted: June 2015

Date of review: June 2016

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## Behavior Policy

### Aims and Objectives

At Wheathampstead Playgroup we aim to set high expectations of behaviour, by encouraging and praising good behaviour. We encourage children to respect themselves, each other, adults and property. We aim to provide a happy, caring environment with challenging and varied activities. We **do not use** any form of corporal punishment. In cases of persistent unacceptable behaviour or a particular incident, the matter will always be discussed with the parents and a way forward will be planned. An incident report will be completed and held on the child's key file. Behaviour problems will be handled in a developmental appropriate fashion, respecting individual children's level of understanding and maturity.

We acknowledge that children can be bullied by other children or by adults. This may be physical, verbal or emotional bullying or a combination of these. This form of behaviour will not be tolerated and will be challenged and dealt with immediately. If the perpetrator is a child, it will be explained that this behaviour is not acceptable and procedures for dealing with such behaviour, as set out below, will be employed. Parents will be informed of serious incidents of bullying. If a member of staff has been reported as bullying a child or another member of staff, this will be reported to the Trustees and disciplinary procedures may follow if necessary.

The person responsible for implementing the behaviour policy and keeping up to date with current legislation is the SENCO, Catherine Fraser.

### Procedures for managing behaviour

Positive procedure:

- Prevention - anticipate and remove any potential problems.
- Plenty of adult attention, praise and interaction, children need to be aware that they do not need to misbehave to get attention.
- Provision of activities, which are physically challenging and emotionally satisfying.
- Promoting clear expectations with positive language e.g. 'let's sit down so we can all hear the story' not 'don't fidget'.
- Provide good adult role models.

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### Procedures for unacceptable behaviour

- Distraction - redirect child to another activity or join in with the activity.
- A clear age/stage appropriate explanation as to why the behaviour is unacceptable.
- Speak calmly, clearly and firmly to gain control.
- Give a positive choice e.g. "Trains go on the track, they are not supposed to be thrown, you can choose to play with the car or the train on the carpet".
- Warning of consequence if behaviour is not stopped eg. "if you choose to sit down you can play with the train, if you choose to throw the train I will have to put it back in the box".
- Use the consequence, eg. Put the train in the box.
- Thinking and learning time with staff member/keyworker to help the child understand his/her behaviour and the causes for it/results of it.
- A fresh start to be made afterwards.
- Only in exceptional circumstances, such as where a child is putting themselves or others in danger, will physical intervention be used (see physical contact policy).

### Procedures for persistent challenging and difficult behaviour

- If unacceptable behaviour persists over a number of sessions, parents/carers will be involved and their help sought in solving the problem. **A Child Specific Risk Management Plan** will be put in place and agreed with the child's parents/carers.
- Wherever possible a child will be given one-to-one adult support, but such support will be subject to the availability of financial and other resources, which the Trustees have a duty to allocate fairly in the interests of all the objects of the charity.
- If a child's persistent challenging and difficult behaviour is putting other children or staff at Playgroup at risk of injury, then parents/carers may be asked that their child attend Playgroup for reduced sessions until the behaviour improves.

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- If such behaviour continues a letter will be sent to the parents/carers signed by the Manager and the Chairman, warning of the possibility that the child may have to be removed from Playgroup.
  - In extreme circumstances, the child's parents/carers will be asked to remove their child from Playgroup. This will only happen as a last resort in order to safeguard the staff and other children.

### **Unacceptable procedures in managing behaviour**

The following disciplinary tactics will not be used under any circumstances and should be reported to the supervisor if witnessed:

- Labeling the child as naughty or undesirable.
- The use of corporal or any other form of physical chastisement. However, physical restraint or removal from the situation may be used where necessary to prevent injury to the child or to others, or to prevent serious damage to property (see physical contact policy).
- Negative comparison.
- Use of any frightening or degrading forms of punishment.
- Leaving children unsupervised.

### **Child Specific Risk Management Plan**

Within Wheathampstead Playgroup it is within our Duty of Care to attempt to prevent harm i.e:

- Injury to self
  - Injury to others
  - Significant damage to property.
  - Significant loss of learning/disruption.
  - Emotional harm such as sexist/racist abuse and verbal bullying.
- 
- Throughout the planning process of a Child Specific Management Plan, staff should be aware of the sources of behaviour i.e. conscious or subconscious. This will determine what strategies will be most effective. We need to support the child for subconscious (anxiety) behaviour and take ownership of conscious (manipulative) behaviour.
  - A therapeutic approach is to use 'consequence' and 'reparation', instead of punishment or sanction. Through this approach children will learn to associate the harm that results from their behaviour. Children will learn

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from a consequence if they understand why it is imposed. They will also learn when the reparation is linked to the harm caused by their behaviour.

- We need to be creative and make reparations based around individual cases that relate to the action. Thinking and learning time with a staff member/keyworker could be sufficient consequence.
- We will inform all staff of the consistent approach that the setting is taking with each child.
- We will communicate with parents to establish a consistency of approach with them. We will share with them the tactics that we find successful and we will seek their advice for ethical strategies that work at home.
- We will share plans with parents/carers and seek their support for what we are attempting to do.
- All staff will **respond** to situations and not **react**. We will use an agreed, consistent “script” when staff are challenged which will be included within the Child Specific Risk Management Plan. Staff will have a planned, considered, calm response. Reacting will empower the child to identify “button pushing” activities that he/she can adopt to challenge staff. Staying calm and not reacting to threats and challenges personally will teach self-regulation.
- We will seek all the extra help that we need to meet the needs of a specific child. E.g We will involve Family Support, Strengthening Families, EY Advisers. We will make all these professionals part of our consistent plan. We will ensure that these professionals sign up to any suggestions they make.

We aim to promote behaviour that encourages the children to respect themselves and others. We encourage the children to be kind, helpful, polite and honest, to listen to people and look after property

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015  
Date of review: June 2016

## Code of Conduct

At Wheathampstead Playgroup it is paramount that all employees behave appropriately and professionally, demonstrating high quality practice at all times.

Employees should be courteous, honest, and act as role models when inside and outside of the playgroup premises.

At Wheathampstead Playgroup we aim to ensure that:

### General

- All employees encourage positive behavior with the children through the use of the EYFS.
- All employees promote mutual respect for all children and adults, their space, time, possessions, beliefs, feelings and the environment.
- To organise the playgroup through positive and caring management.
- To adhere to confidentiality at all times

### Children

- The welfare of the children is paramount.
- Staff promote children's spiritual, moral and developmental well-being.
- Staff are compassionate and sensitive in working matters, particularly when communicating personal matters.
- All employees have an awareness of different social backgrounds.
- All employees have respect for children's and families differing needs and adhere to confidentiality when dealing with this.
- Staff are factual, yet objective and sensitive when reporting children's progress and needs.
- All employees act as role models at all times.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

## **Complaints Procedures and Compliments Policy**

### **Aims and Objectives**

We aim to provide the highest quality education and care for all our children. We aim to offer a warm and caring environment within which all children can learn and develop as they play. Our intention is to work in partnership with parents and we welcome suggestions on how to improve our group at any time.

### **Complaints Procedures**

- If a parent/carer has an issue either involving their individual child or the Playgroup as a whole, they should in the first instance raise this issue with either their child's Keyworker or the Playgroup Supervisor.
- If the parent/carer feels unable or unwilling to raise the matter in this way, or if they do not consider they have obtained a satisfactory outcome from their initial discussions, they should write to the Chair of the Trustees of Playgroup. The contact email address for the Trustees is [wheatplaygptrustees@gmail.com](mailto:wheatplaygptrustees@gmail.com) Other contact details for the Trustees may be obtained from the Playgroup Supervisor.
- If the parent/carer feels unable or unwilling to raise the matter with any of the people listed above, or if they do not consider they have had a satisfactory outcome to their discussions with the Playgroup staff and/or Trustees, they can contact Ofsted, quoting the Registration Number EY418285. The contact telephone number for Ofsted is 0300 123 4666.
- All written complaints will be investigated and the complainant notified of the outcome within 28 days of receipt.
- Should the matter not be resolved, the issue will be brought to the attention of the Trustees, whose nominated representatives (not less than two in number) who will meet with all parties involved.
- If a parent/carer and Playgroup cannot reach agreement, it may be helpful to invite an external mediator who can help to clarify the situation. A Pre-school Learning Alliance Development Worker or an Ofsted Development Officer



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may be able to act as mediator in such circumstances. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

- We will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken as a result of each complaint. Those involved must draw up written records within 4 days of the events concerned and submitted immediately to the Chair of the Trustees.

### **Compliments Policy**

We value and welcome the feedback we receive from parents. We receive many letters and cards from parent/carers thanking the staff for looking after and educating their children. These are kept with the children's registration forms after leaving Playgroup.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Confidentiality Policy

At Wheathampstead Playgroup it is paramount that we protect the affairs of the children, families, staff and the company's interests and rights.

In order to do this, we require you as employees to keep any information that you have gained or learned during your employment strictly confidential.

This includes any information relating to the following:

- Company
- Employees
- Customers
- Business
- Accounts
- Finance

Employees of Wheathampstead Playgroup are not authorised at any point to make a copy or remove any document or part of it relating to the business or the company itself.

All information concerning the children and their families is to be kept strictly confidential.

Information concerning salaries or contracts of employment is not to be discussed or share with work colleagues or customers within the company

THE DISCIPLINARY PROCEDURE WILL BE FOLLOWED IF THE CONFIDENTIALITY POLICY IS BREECHED.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015

Date of review: June 2016

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## Curriculum Policy

### Aims and Objectives

Our curriculum is planned around the Government's Early Years Foundation Stage ("EYFS"). We understand that children will already have learnt a great deal from their families and will have varied interests and skills. We aim to build on this learning by supporting and extending children in their play. Staff have a sound knowledge of child development and will monitor each child's progress within their key groups.

### Curriculum guide

1. We follow the guidance contained in the EYFS when planning the curriculum. There are four guiding themes which underpin effective practice in the delivery of the EYFS:

- A Unique Child
- Positive Relationships
- Enabling Environments
- Learning and Development

By following these four guiding themes, we are able to support the development, learning and care of children, and plan appropriate activities that meet the needs and interests of individual children.

2. Planning for the long, medium and short term is written by the staff team, co-ordinated and managed by the Manager, and is regularly reviewed and evaluated. Our plans follow the seven areas of learning and development, three prime and four specific, set out in the EYFS curriculum:

#### Prime Areas

- Personal, Social and Emotional Development
- Communication and Language
- Physical Development

#### Specific Areas

- Understanding the World

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- Literacy
  - Mathematics
  - Expressive Arts and Design

Our planning is based around the early learning goals and educational programmes contained in these seven areas of learning and development. It is expected that most children will progress through the EYFS and reach the early learning goals in each of the above areas by the age of five. Playgroup staff observe and assess children as they play and help them make progress through the early learning goals.

3. Playgroup implements a spiral curriculum based around a selected story that is read each session for two weeks, promoting, anticipation, repetition and participation.
4. Play opportunities, both indoors and outdoors, will be planned and resourced.
5. The differing levels of children's development and their individual learning needs will be acknowledged and met, including those children needing additional support or who have particular needs or disabilities. IEPs are written for each child with identified additional needs, focusing on one, two or three achievable goals. Key persons and all staff take into account the needs of both individual children and the group as a whole when contributing to the planning for provision.
6. Opportunities to build children's self-esteem and confidence in their ability to learn will be offered.
7. Festivals and celebrations from around the world will be part of our curriculum, opening possibilities for children to learn, understand and experience other cultures and traditions.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015  
Date of review: June 2016

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## Data Protection Policy

### Privacy Notice for Children in Early Years Settings

#### **Privacy Notice-Data protection act 1998**

Wheathampstead Playgroup are the data controller for the purposes of the data protection act. We collect information from you, and may receive information about you from your previous setting. We hold this personal data and use it to:

- Support your teaching and learning
- Monitor and report on your progress
- Provide appropriate pastoral care
- Assess how well your setting is doing

This information includes your contact details, characteristics such as ethnic group, special educational needs and any relevant medical information.

We will not give information about you to anyone outside the setting without your consent unless the law and our rules permit it.

We are required by law to pass some of your information to the local authority (LA) and the Department for Children Schools and Families (DCSF).

If you would like to see a copy of the information we hold and share about you then please contact the Playgroup Manager.

The LA uses information about children for whom it provides services to enable it to carry out specific functions for which it's responsible, such as the assessment of any special educational needs the child may have. It also uses the information to derive statistics to inform decisions on (for example) the funding of early years settings. The statistics are used in such a way that individual children cannot be identified from them. The LA is also required to maintain the accuracy of the information held on ContractPoint about children and young people in their area.

Primary Care Trusts (PCTs) use information about pupils for research and statistical purposes, to monitor the performance of the local health services and to evaluate and develop them. The statistics are used in such a way that individual pupils cannot be identified from them. Information on the height and weight of individual pupils may however be provided to the child and its parents and this will require the PCTs to maintain details of pupils' names.

#### **Introduction**

Playgroup is required to be registered under the Data Protection Act 1998 in order to keep and use personal data about the staff it employs and the children in its care or waiting for a place.

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The purpose of this policy is to explain the information, which Playgroup holds, and the way in which it will be processed, including the circumstances in which it may be given to others.

There is also an explanation of how parents can check that the personal data held by Playgroup is correct.

Playgroup will manage and process Personal Data in accordance with the eight data protection principles of good practice, which require data to be:

1. Fairly and lawfully processed
2. Processed for limited purposes
3. Adequate, relevant and not excessive
4. Accurate
5. Not kept longer than necessary
6. Processed in accordance with the data subject's rights
7. Secure
8. Not transferred to countries without adequate protection.

"Processing" includes obtaining, holding, using and disclosing information.

"Personal Data" include both facts and opinions about an individual. It also includes information regarding the intentions of the data controller towards the individual.

### **Our Data Protection commitment**

Playgroup will respect the rights of children to confidentiality unless the Playgroup Manager and Chairman consider that a child or children could be at risk of abuse or harm. Playgroup will store confidential information securely and manage it responsibly.

Playgroup will hold personal information ("the Information") about children who attend Playgroup or who are on the waiting list for a place and about the adults who are authorised by Parents or Guardians to collect those children from Playgroup or be notified in the case of an emergency (including Parents or Guardians themselves).

In the case of adults who are authorised to collect children in our care or receive notification in case of an emergency, the Information held by Playgroup will be limited to that necessary to make contact with or identify the adult in question.

In the case of children on the waiting list, the Information held by Playgroup will be limited to the child's name; address; date of birth/age; date of entry to the waiting list; contact details for a parent or guardian; and any other information required in connection with Playgroup's admissions policy in force at the time.

In the case of children who attend Playgroup, the Information held by Playgroup will include all the Personal Data necessary to identify the child and to ensure their health, safety and educational needs while at Playgroup.

The Information held by Playgroup will be used only in connection with the provision of pre-school education and the care, safety and welfare of children in respect of whom it has been provided, subject to all statutory duties applicable to Playgroup.

The Information will be held securely under the supervision of the Playgroup Manager at Playgroup's premises or at the homes of trustees or nominated members of staff as appropriate.

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Except in the case of statutory duties to provide information to other authorities, the Information will be made available by the Playgroup Manager to the employees and trustees of Playgroup only in so far as they require it in the performance of their duties.

The Information will be destroyed when a child leaves Playgroup, or until such time as they are required to be kept by other statutory rules (see Ofsted guidance). Paper records will be shredded and electronic records will be permanently deleted from any storage media or database in which they have been kept.

### Disclosure of information to third parties

Playgroup will release confidential information about children to third party authorities only in very limited circumstances where it is necessary to do so in the interests of the safety or welfare of a child or children. Circumstances in which information will be released include:

Where a child moves from Playgroup to Beech Hyde Nursery, our records will be forwarded to Beech Hyde Nursery and the Playgroup Manager may discuss the child's future educational needs with staff at Beech Hyde.

Where Playgroup is obliged by law to provide statistical or other information to Ofsted, the Local Education Authority or other appropriate authority in connection with the education of children, or as otherwise notified to parents from time to time.

Where information is requested by authorities who require it in order to prevent or detect a crime, or to catch and prosecute a suspect. Requests of this kind may be made by the Police or by other law-enforcement authorities, such as the Benefit Fraud Section of the Department of Work and Pensions.

Where the Playgroup Manager and the Chairman have reasonable grounds to believe that the release of information to the Police, Social Services or other appropriate authority may assist those authorities in protecting a child or children from harm.

### Ensuring that Playgroup holds correct information

It is important that Playgroup holds full, accurate and up-to-date information. It is important that we know about your child's learning needs and medical condition. We also need to know how to contact you urgently if we need to do so.

#### **PLEASE TELL US IMMEDIATELY:**

- If you or any other parent or guardian change your contact address, telephone number or mobile telephone number
- If your child has been ill or has suffered any injury
- If your child has been diagnosed with any medical condition or is taking any medication (whether on prescription or otherwise)
- Information should be provided to the Playgroup Manager, who will also be able to explain the information that Playgroup already holds about your child.

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If you wish to make a formal check upon the information, which Playgroup holds (a "Subject Access Request"), you must apply in writing to the Chairman, whose address can be obtained from the Playgroup Manager. We will check all applications to ensure that they are made by those entitled to access personal information about children. You must therefore include proof of identity such as a copy of your passport, driving license, benefit book, telephone, and gas or electricity bill. Original documents will be returned to you.

No charge is currently made for Subject Access Requests.

A copy of the information held by Playgroup will be sent to you to keep and check for accuracy. This will be done within 40 calendar days. This will either be a printout from a computer or a photocopy of manual records. If any of the information is found to be incorrect then you must write to the Chairman and ask for it to be corrected. If these corrections are not made then you may complain to the Board of Trustees of Playgroup. You may also contact the Information Commissioner at:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
Tel no 01625 545745  
Email [mail@dataprotection.gov.uk](mailto:mail@dataprotection.gov.uk)

Further information can be obtained from the Information Commissioner's website at [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015  
Date of review: June 2016

## **DBS disclosures and disclosure information**

### **Aims and objectives**

The safety of children in our care is our first concern. An important part of ensuring the safety of children is that we are satisfied of the suitability of all adults who come into contact with children while they are in our care. One tool, which helps us to ensure this, is the proper observance of requirements of the Disclosure and Barring Service. This policy sets out our approach to the secure storage, handling, use, retention and disposal of materials relating to such checks.



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## General Principles

As an organisation using the Disclosure and Barring Service to help assess the suitability of applicants for positions of trust, Wheathampstead Playgroup complies fully with the DBS Code of Practice regarding the correct handling, use, storage retention and disposal of Disclosures and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling use, storage retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

## Storage and Access

Disclosure information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

## Handling

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures or Disclosure information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

## Usage

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

## Retention

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the data protection and human rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

Staff and volunteers are advised to keep all personal DBS materials for future reference.

## Disposal

Once the retention period has elapsed, we will ensure that any Disclosure information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

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## Disciplinary and Grievance Procedure

### Introduction

Minor disagreements among Wheathampstead Playgroup staff, or between staff and the Trustees, will usually be resolved informally by discussion. A more serious situation arises when a dispute cannot be resolved, or when the Playgroup Manager or Trustees, are dissatisfied with the conduct or activities of a member of staff. The following rules and procedures should ensure that:

- The correct procedure is used when inviting a member of staff to a disciplinary hearing
- Staff are fully aware of the standards of performance, action and behavior required
- Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
- Staff will only be disciplined after careful investigation of the facts and the opportunity to present their side of the case. On some occasions, temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind
- Other than for an "off the record" informal reprimand, staff have the right to be accompanied by a colleague who may act as a witness or speak on their behalf, at all stages of the formal disciplinary process
- Staff will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct
- If a member of staff is disciplined, they have the right to appeal against the finding and the penalty

### Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences which may result in disciplinary action. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown below, a breach of other conditions, procedures, rules etc. within other policies will also result in the disciplinary procedure being used to deal with such matters.

### Rules Covering Unsatisfactory Conduct And Misconduct

(these are examples only and not an exhaustive list)

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Staff will be liable to disciplinary action if they are found to have acted in any of the following ways:

1. Failure to abide by the general health and safety rules and procedures
2. Smoking in designated non smoking areas
3. Persistent or unauthorised absenteeism and/or lateness
4. Unsatisfactory standards or output of work
5. Failure to carry out all reasonable instructions or follow rules and procedures

### **Serious Misconduct**

Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to extreme carelessness or has a serious or substantial effect upon Playgroup's operation or reputation, staff may be issued with a final written warning in the first instance.

### **Gross Misconduct**

(these are examples only and not an exhaustive list)

Staff will be liable to dismissal without notice if they are found to have acted in any of the following ways:

1. Theft or fraud
2. Ill-treatment of children
3. Assault
4. Malicious damage
5. Gross carelessness, which threatens the health and safety of others
6. Being unfit through use of drugs or alcohol
7. Abuse of the equal opportunities policy
8. Breach of confidentiality rules

### **Disciplinary Procedure**

A disciplinary hearing will consist of either the Playgroup Manager and one Trustee or two Trustees and disciplinary action will be based on the following procedure:-

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal.

In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.

## Penalties

Where it is determined that an employee has committed a disciplinary offence, the following penalties will apply. The Playgroup Manager or the Chairman will administer formal verbal warnings. The Chairman will give written warnings.

Offence	First occasion	Second occasion	Third Occasion	Fourth Occasion
<b>Unsatisfactory conduct</b>	Formal verbal warning	Written warning	Final written warning	Dismissal
<b>Misconduct</b>	Written warning	Final written warning	Dismissal	
<b>Serious misconduct</b>	Final written warning	Dismissal		
<b>Gross misconduct</b>	Dismissal			

## Dismissals

The following 3-step procedure will take place in respect of any potential dismissal hearings:

Step 1: Statement of grounds for action will be set out in writing and the member of staff will be invited to attend a meeting

Step 2: The meeting will take place before any action is taken and a decision will be made after the meeting

Step 3: Staff may appeal against the decision

- Each step and action under the procedure will be taken without unreasonable delay
- Timing and location of meetings will be reasonable

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- Meetings will be conducted in a manner that enables both parties to explain their cases

### Appeal Procedure

Staff have the right to lodge an appeal in respect of any disciplinary action taken against them and that appeal must be made in writing to the Chairman of the Trustees.

An appeal against a formal warning or dismissal should give details of why the penalty imposed is too severe, inappropriate or unfair in the circumstances.

A Trustee not previously connected with the process, so that an independent decision into the severity and appropriateness of the action taken can be made, will normally conduct the appeal procedure.

If staff are appealing on the grounds that they have not committed the offence, then the appeal may take the form of a complete re-hearing and reappraisal of all matters, so that the person who conducts the appeal can make an independent decision before deciding to grant or refuse the appeal.

A fellow employee of their choice, who may act as a witness or speak on their behalf, may accompany staff at any stage of the appeal hearing.

The result of the appeal will be made known in writing within five working days after the hearing.

### Grievance Procedure

It is important that if a member of staff feels dissatisfied with any matter relating to their employment they should have an effective means by which such a grievance can be aired and, where appropriate, resolved.

Nothing in this procedure is intended to prevent staff from informally raising any matter they may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if staff wish to raise a formal grievance they should do so in writing from the outset.

Staff have the right to be accompanied at any stage of the procedure by a fellow employee, who may act as a witness or speak on their behalf to explain the situation more clearly.

Staff should first raise any matter with the Playgroup Manager. For the Manager, this would be with the Chairman of the Trustees. S/he will then be invited to a meeting at a reasonable time and location at which the grievance will be investigated fully.

If the member of staff wishes to appeal s/he must inform the Manager or Chairman of the Trustees within five working days. S/he will then be invited to a further meeting. Following the appeal meeting s/he will be informed of the final decision, normally within ten working days, which will be confirmed in writing.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015  
Date of review: June 2016

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## Extreme Weather Policy

The over-riding decision to close Wheathampstead Playgroup will be made on the basis of child welfare. This includes a number of considerations, but focuses on whether children can get to and from playgroup safely, whether the site is safe and whether there are enough staff to supervise the children. Health and safety is given a high priority in law, so potentially hazardous conditions such as a playground that has turned into an ice-rink or insufficient heating can also be a factor. Some staff may travel further to playgroup than children, so may have more trouble getting in.

If extreme weather is forecast the Manager/deputy will decide if Playgroup will open. Parents can visit [www.hertsdirect.org/eycclosures](http://www.hertsdirect.org/eycclosures) before midday to see if playgroup will be open. The Manager/deputy will also put a sign up outside playgroup informing parents of a closure.

If during the course of a session the weather worsens, the manager/deputy will make the decision to close and will telephone all parents of children present to arrange immediate collection.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015

Date of review: June 2016



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## Fire Safety Policy

- A fire risk assessment review will be carried out annually or more frequently if the need arises.
- All fire exits are clearly marked and are kept free from obstruction at all times.
- All fire extinguishers are checked annually and staff know how to use them.
- Fire drills are held at least twice a term.
- In case of a fire or fire drill the procedure described in the attached Fire Emergency Plan will be followed.
- We will take all possible steps to prevent any fire occurring.
- Ensure power points are not over loaded.
- Check wires are not frayed or trailing.
- Potentially flammable products to be stored safely.
- No smoking policy is strictly adhered to.
- Electrical equipment is PAT tested and checked regularly.

## Fire Drill Procedures

- If the drill is to be carried out by Wheathampstead Playgroup alone, without Beech Hyde School, it will commence with three long blasts on the whistle.
- Should it be a joint fire drill, it will commence with the fire alarm being set off by the school.
- The children move quickly to the hall exit door by the kitchen.
- A designated member of staff collects the register and registration paperwork.
- The children and staff are counted at the door while a designated member of staff checks the building.

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- If the drill is for Playgroup alone, all children and adults leave the hall via the exit and cross the playground, moving onto the grass area.
  - The children and adults assemble against the fence in the playground where they are counted again and the register is taken.
  - If the drill is being carried out in conjunction with Beech Hyde School, all children, staff and visitors will leave the hall via the exit and assemble by the gate on the grass.
  - A count is carried out again in order to ensure that everybody is present.
  - The gate will then be opened and everybody will walk down the back of the school and into the wooden gazebo where adults and children will assemble and the register will be taken.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup  
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Date policy adopted: June 2015  
Date of review: June 2016

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## Fire Emergency Plan

Procedures to be followed during a fire or drill indicated by the sounding of the fire alarm

In case of fire or should the fire alarm sound, the procedure below will be followed:

- If a fire is found in Playgroup, the member of staff discovering it will alert everybody else to the situation by calling “Fire” as they move to the nearest alarm point. They will then sound the alarm.
- When the fire alarm sounds, the children and adults in the building will move calmly but immediately to the exit door by the kitchen and follow the procedure set out in the fire drill.
- Children, staff and visitors will then walk around the rear of the school to the fire assembly point at the rear of Beech Hyde School, where adults and children will assemble in the wooden gazebo and the register will be taken. If the fire is located at the rear of the school, the walking route to the front of the school will be taken.
- The Manager and Deputy Manager(s) present will be responsible for checking the building to ensure that all the children and adults have left. This check will include all rooms (including those not normally accessible to children) together with all low-level cupboards and storage, outside areas and outside play equipment.
- The SENCO will be responsible for collecting all children’s medication.
- The Manager (or Deputy) will take the register, registration documents and phone.
- A headcount of children will be performed at the point of exit, as children leave the Playgroup. A register taken once the evacuation is complete.
- Should Wheathampstead Playgroup carry out the drill alone, and not in conjunction with Beech Hyde School, it will be signalled by three blasts on the whistle and the assembly point will be located at the back of the garden, against the fence.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Health and Safety at Work Policy

### General Statement

Wheathampstead Playgroup recognises its responsibilities as far as it is reasonably practicable to ensure the safety, health and welfare of all its employees whilst at work and to provide for the health and safety of children and visitors to the group. Every effort will be made to provide a healthy and safe working environment. However all staff should be aware that they too have responsibilities to work in a safe manner so as to prevent accidents to both themselves and others. Staff, volunteers and work experience students are required to be familiar with and to work within the health and safety procedures described herein.

### Organisational arrangements

The person with overall responsibility for health and safety matters for Wheathampstead Playgroup is the Management Committee Chair and in their absence all safety matters should be referred to the Playgroup Manager or Deputy. Wheathampstead Playgroup holds valid employers liability insurance.

### General Hygiene and infection control

- Through our routines and curriculum we teach the children to learn the importance of personal hygiene.
- Staff are aware of the importance of dealing with bodily fluids to limit the spread of infectious diseases and will wear disposable gloves when dealing with bodily fluids. Such fluids will be disposed of in a lidded bin.
- Parents are asked to keep their children at home if they have any infection and to inform Playgroup as to the nature of the infection so that other parents can be informed. See attached Wheathampstead Playgroup Illness Policy.
- Toilet areas are checked and cleaned regularly by staff throughout the sessions.

### Accidents and First Aid

See also Accident/Incident and Medical Emergency Policy

- An entry in the accident book will be made in the event of any accident involving children, staff or visitors to the group. This will be countersigned by the child's parent/carer at the end of the session.
- Injuries to staff will be entered in the staff accident book.
- All permanent staff are first aid trained.

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- The Deputy Manager will ensure that all first aid equipment is kept clean and replenished as necessary. Sterile items will be kept in their packages until needed.

### **Kitchen and food preparation**

- The cooker and all other electrical equipment should be checked to ensure they are safe before each use.
- All food preparation surfaces are to be sanitised daily, or more often if necessary.
- All staff and helpers are to wash hands before handling food, wear aprons and tie back long hair.
- All food is to be consumed before its “use by date”. All out of date food is to be disposed of immediately.
- The temperature of fridge should be kept at 8C or below.
- Separate utensils are to be used for raw and cooked foods.
- All fruit and vegetables are to be washed thoroughly before use. Vegetables, which are not to be peeled, must be scrubbed thoroughly to remove surface residues.
- All kitchen utensils are to be washed at the highest possible temperature using an antibacterial agent, preferably in the dishwasher.
- Washing cloths and dishcloths to be regularly washed.
- Only foods for human consumption are to be stored in the fridge.
- Any staff/helpers who are suffering from, or believe they may be a carrier of, any food-borne infection must inform the Manager or Deputy Manager and should remain off work until it is confirmed by their Doctor that it is safe to return.

### **Reduction of risks**

- A daily risk assessment both indoor and outside is made and recorded.
- No smoking on the premises.
- Staff and any adults on the premises must not walk about with hot drinks or place hot drinks within reach of children.
- Safety plugs protect all electrical sockets.
- All dangerous materials including cleaning materials and medicines are placed out of the reach of children.
- Children are supervised at all times and not left unattended. Children are not allowed in the kitchen and the door will be kept closed.
- The main entrance door to the hall is kept closed with the entry/exit alarm working throughout the session. Two members of staff are located at the door during children's arrivals and departures. Children leave Playgroup only with authorised adults, according to the procedure specified in the Safeguarding Children Policy.

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- The register is taken as the children arrive and again when the front door has been secured. The register is again taken as the children depart with approved adults. The time of children arriving and leaving during a session will be noted in the register.
  - A password system operates when unauthorised adults, or family members not known to Playgroup staff collect children.
  - A list is displayed in the kitchen and office regarding children's food allergies/intolerances and parental preferences.
  - A safety checklist for equipment and facilities is completed daily.
  - Large equipment is erected with care, and inspected regularly. Any equipment considered to be unsafe is removed. Equipment is cleaned regularly.
  - Risk assessments are carried out for any outings and non-routine activities.
  - Scissors or other potentially dangerous objects are never left within reach of children unless supervised.
  - Children should not climb on furniture or carry chairs.
  - Glass at low level is safety glass.
  - Any dangerous behavior by children is challenged and the matter reported to the Manager or Deputy Manager.
  - Children are only encouraged to run in a safe environment i.e. outdoors during physical play.
  - The outdoor playground is securely fenced with the gates closed and secured when in use. Appropriate staff ratios are maintained during outdoor play.
  - Wherever situations occur which involve children directly or indirectly, the guidelines laid down under the Children's Act should be followed in relation to levels of supervision and safe environment.
  - Throughout the session, staff will be vigilant and continuously aware of any potential risks to health and safety. If a hazard is discovered, staff will take the necessary steps to ensure everyone potentially affected is safe. Manager will be notified and the incident will be recorded in the incident book.

Any serious accidents to, injuries to, deaths of or serious illnesses of children while in the care of Wheathampstead Playgroup will be reported immediately to Ofsted and to the Hertfordshire Safeguarding Children Board. Any

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requirements or recommendations given to Wheathampstead Playgroup as a result of these notifications will then be acted upon.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Healthy Eating Policy

### Aims and Objectives

At Wheathampstead Playgroup we promote healthy eating as a way of encouraging a healthy lifestyle. When a parent registers a child, the child's dietary needs are discussed. These may be cultural, medical or parental preference. A "Special requirements" sheet is produced and is updated each half term or when children's needs change. All staff and volunteers refer to this sheet regularly in order to ensure that all of these needs are met.

- The children will be offered a snack during each session they attend.
- The children are encouraged to make choices to promote their communication skills and independence. For example milk or water.
- We encourage the intake of calcium for the children by supplying semi skimmed milk for children's snack.
- We provide a variety of fresh/tinned or dried fruit and vegetables for snack times instead of biscuits or cakes.
- The child will also be offered a carbohydrate source. For example bread sticks, rice cakes and occasionally plain popcorn.
- Children are encouraged to help themselves from a sharing plate; this promotes turn taking and cooperation.
- We encourage the children to try new things.
- We use stickers and positive reinforcement as a way to encourage and reward children.
- We ask parents not to allow their child to bring sweets, crisps or biscuits into playgroup, as they will be stored away from reach until it is time to go home.
- The children have access to drinking water at all times.
- At Playgroup we have regular Healthy Eating and Cooking Weeks. We use these to encourage the children to learn more about healthy eating and to make their own healthy snacks to eat or take home.
- We celebrate special events such as Chinese New Year with appropriate healthy food.



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## Lunch Sessions

- All lunch boxes are stored securely. Parents are encouraged to use lunch boxes containing cool blocks.
- We encourage parents to provide healthy foods in the packed lunches and parents are asked not to send in any fizzy drinks.
- Suggestions are made to parents regarding suitable food and quantities.
- We are a nut free environment due to allergies within the playgroup. Please do not pack any foodstuffs containing nuts in your child's lunch.
- Children who attend a lunch session will be given a choice of water or milk and will be supplied with a plate, cup and spoon if needed.

## Storage of food

- Food is used by its Use By date.
- Food that needs to be chilled is kept in the fridge.
- Food is kept in sealed, airtight containers where required.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Illness Policy

### Aims and Objectives

It is our aim to provide a safe and healthy environment for both children and adults at Playgroup. We ask parents to co-operate with the exclusion rules for illness and infectious diseases, set out below. These rules are designed to ensure that children do not attend Playgroup while they may still be infectious. Moreover, if children are suffering with a heavy cold, cough, lack of sleep, or are generally under the weather, Playgroup may not be the best environment for them.

### Exclusion rules

Parents/carers must advise Playgroup if a child has taken any medication either prescribed or purchased over the counter before coming to Playgroup.

**Diarrhea and/or vomiting** – Please do not bring your child to Playgroup until a full 48 hours have elapsed since the last episode of diarrhea or vomiting.

**Conjunctivitis** – Although some health professionals state that children need not be excluded if suffering with conjunctivitis, at Playgroup we ask that children should not attend until 24 hours have elapsed since their initial treatment.

**Impetigo** – Children should be kept off Playgroup until the skin is healed.

**Temperature** – Children should be kept off Playgroup for 24 hours after temperature has returned to normal (98.6°F or 37°C).

**Infectious diseases** - If your child contracts any infectious diseases (including measles, mumps, German measles (rubella), chickenpox, whooping cough, or scarlet fever) please let us know immediately. We will then be able to inform other parents of the risk of infection, via the noticeboard or by letter if necessary. Children should remain at home until there is no further risk of infection, as advised by your doctor.

**Head lice/worms** – If head lice or worms are discovered, treatment should be administered before the child returns to Playgroup. Your pharmacist can advise upon the treatment currently recommended. Parents are encouraged to report the discovery of lice and worms confidentially to staff. The presence of infection in Playgroup can then be notified to parents via the noticeboard, so that parents can be vigilant in respect of cross-infection.

**Absence** - If your child is going to be absent from Playgroup, please let us know in advance if possible.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## **Inclusion and Equal Opportunities**

This policy represents the agreed principles for Inclusion and Equal Opportunities throughout the Playgroup and adheres to all relevant legislation:

### **Equality Act 2010**

### **Code of Practice (SEN) 2014**

### **Disability and Discrimination Act 1995 (Amendments – 2005) Race Relations Amendments Act 2000**

### **Disability Code of Practice 2002**

### **Sex Discrimination Acts 1975 and 1986**

### **OFSTED – Guidance to National Standards**

### **The United Nations Convention on the Rights of a Child (UNCRC)**

The Trustees, Management and Staff believe that each person in and involved with Wheathampstead Playgroup (child or adult) should be valued as an individual and be given every opportunity to achieve and contribute according to their needs and life experiences. All children are entitled to have equal access to a broad, balanced, relevant and differentiated curriculum irrespective of disability, age, ethnicity, attainment, gender or background. Children are encouraged to develop an appreciation of different customs, cultures and beliefs. We believe that we have a responsibility to prepare each child for life in a society, which reflects and values cultural and ethnic variety and to ensure that all pupils and staff develop a positive self-image and high self-esteem.

## **Aims and objectives**

The aim of this policy is to ensure that all children are offered equality of opportunity to develop their full potential. Also that all applicants for jobs and those appointed are offered equality of opportunity to develop their full potential based on merit and inclusiveness. Commitment to implementing this policy will form part of the job description for all employees.

We encourage the children in the setting to be aware of and to respect and value the opinions of others.

## **Equal Opportunities Policy**

- The person with overall responsibility for ensuring this policy is implemented is the Chairman of the Management Committee. Wheathampstead Playgroup's designated Equal Opportunities Officer is: Mrs Catherine Fraser.
- We agree wholeheartedly with the principles set out in 'The United Nations Convention on the Rights of the Child'

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- Wheathampstead Playgroup welcomes families from all backgrounds, regardless of religion, race, and colour, cultural or national origin.
  - Wheathampstead Playgroup is aware of the diversity of backgrounds from which children may come, and all efforts will be made to celebrate festivals and respect beliefs from a variety of cultures. Resources will reflect the rich diversity of our multi-racial society.
  - Children with special needs are welcomed at Playgroup and given every opportunity to develop their full potential and experience everything Playgroup can offer.
  - All children will be encouraged to join in all activities.
  - All children will be respected and their individuality and potential recognised, valued and nurtured. Activities and the use of play equipment offer children opportunities to develop in an environment free from prejudice and discrimination. Appropriate opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.
  - Staff should avoid assumptions and take care not to let stereotypical views influence any decisions and actions taken.
  - Staff should identify and be aware of behaviors and barriers of discrimination and to understand the negative impact these can have on the Playgroup, other members of staff, parents and the children.
  - Staff will endeavor to help and encourage all children to develop a well-grounded sense of their own value and worth.
  - If staff believe they have been unfairly discriminated against they can make a complaint under the Playgroup grievance procedure.
  - If staff breach this policy, they may be subject to disciplinary action under the Playgroup's disciplinary procedure, which in serious cases may result in dismissal.

### **Employment and Training**

Any permanent vacancies are advertised and interviews are undertaken in such a way that no applicant or employee receives less favourable treatment on the grounds of age, gender, marital status, disability, race, religion, colour, national origin or sexuality. References are followed up and all adults with regular contact with the children are DBS checked. Permanent staff are asked to sign a mutually agreed contract of employment and all regular staff have a job description setting out their roles and responsibilities.

Commitment to implementing the Inclusion and Equal Opportunities policy

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for all staff and members then have an opportunity to contribute towards the policy which is regularly monitored by the Equality Working Group and reviewed annually.

- Individuals are recruited, selected, trained and promoted on the basis of occupational skill requirements. No job applicant or employee will receive less favorable treatment on the grounds of age, gender, marital status, race, religion, colour, cultural or national origin or sexual orientation.
- Staff of all ages are urged to develop careers, offered training and the chance to develop skills and experience.

### **Meetings**

Playgroup makes every effort to ensure that the time, place and conduct of meetings enable the majority of staff or/and parents/carers to attend and make individual arrangements to share information as necessary.

### **Discriminatory Behaviour** (refer to Behaviour Management policy)

No form of bullying, harassment, intimidation, name calling or discriminatory remarks will be tolerated. Incidents will be recorded and our response will be to offer support to the victim(s) and help those responsible to understand and overcome their prejudices. If the incidents involve children all parents involved will be informed and we will discuss appropriate action.

### **Inclusion Policy**

Inclusion is a process of identifying, understanding and breaking down barriers to participation and belonging. This policy describes what we do within our setting to ensure that all children can participate, belong and develop whatever their background or level of ability.

- The playgroup has a robust Admissions policy in place in order to ensure that no child or adult is discriminated against based on race, gender, age, disability, culture and class.
- The playgroup is situated on one level, with wide door ways, suitable toileting facilities, door handles, light switches and plug sockets all at low level enabling us to accommodate wheelchair users.
- The playgroup is committed to ensuring effective information sharing between parents and other relevant agencies in order to support the development of the child involved. This information is shared on a need to know basis, adhering to data protection regulations at all times.
- We will aim ensure that each child feels valued and accepted, happy

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friendly and helpful behavior towards each other, with positive support and encouragement from all adults looking after them.

- We will continuously review, monitor and evaluate our policies and practices through attending regular training, staff meeting and auditing our resources to ensure they are achievable, effective, up to date and sustainable.

We believe that each and every child has the right to be included and are keen to provide an inclusive service for children who have:

- Special Educational Needs
- English as a second language
- Children with behavioral issues
- Children from travelling families or similar
- Vulnerable or looked after children
- Children who are gifted and talented

Breaches of this policy will be regarded as misconduct and disciplinary action may ensue.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Manual Handling Policy

There may be times in your job when you will have to lift heavy or awkward objects. In order to protect yourself please follow these pointers:

- Do not lift or attempt to lift if you are pregnant, a new Mother, or are injured or unwell.
- Ask for help if needed.
- Split any heavy loads in to manageable weights and take a few trips if necessary.
- Plan your route thoroughly; including where you will put the load down, make sure there are no obstructions in your way.
- Check the weight before lifting to have some idea of how heavy the item is.
- Stand close to the load and bend down at the knees with your back straight and chin tucked in.
- Get a good grip on the object that you are confident and comfortable with before beginning to lift.
- Make sure your arms are at your sides and close to your body.
- Stand up slowly using your legs and knees keeping your back straight at all times.
- While carrying the load walk steadily, never twisting your back when turning a corner or moving to the side.
- Take a rest if needed while carrying the object.
- When putting the object down bend at the knees keeping your back straight bring it down slowly repositioning if necessary after you have put the object down.
- If you are in any doubt don't lift and wait for help.
- Look out for your colleagues and help if they look like they are struggling with any lifting.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016



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## Medicine Policy

This applies to any form of medication, whether it is a liquid administered orally or a cream to be spread on the skin. No form of cream or medication will be administered to a child without signed permission from the parent/carer.

### Procedure

1. All children's medicines are kept in a secure, lockable cupboard in the office. The only exception to this is antibiotics, which require refrigeration.
2. Check that the child's parent/carer has signed the medication consent form.
3. Check when the child had his/her last dose. Where relevant, parents are asked to inform playgroup staff if their child has taken medication prior to coming to playgroup. This is logged in the diary kept on the Manager's desk.
4. Check the medication has the child's name on the label.
5. With another staff member check the instructions and dosage of the medication.
6. Check the medication is not out of date.
7. With another member of staff again check the dosage before administering it to the child.
8. All medications given are to be recorded in the medication book, together with the dosage and time it was given. Both members of staff to sign that they have witnessed the medication being given.
9. The parent/carer is to sign the record and a copy of it is to be given to them.
10. In case of a child going to hospital, a copy of the medication record should accompany them, together with the parental consent for emergency medical treatment form if necessary. This is on the child's registration form.

Please note that medication is not to be administered if it is not correctly labeled with the child's name or if decanted into bottles, which do not have the appropriate pharmacist label. Please contact the parent/carer if you have any concerns about administering the medication.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Missing Child Procedure

### Aims and Objectives

Every precaution is taken to ensure the safety and well-being of children in our care. The premises at Wheathampstead Playgroup are secured throughout sessions. Two designated members of staff are on 'door duty' at the beginning and end of each session to ensure that no child leaves the premises unescorted, or with an unauthorised adult. While on outings, an adult to child ratio of at least 1:2 is maintained, and head counts take place at regular intervals when arriving, during and leaving different locations. The following policy outlines the procedures that would be put into action should a child be lost either within the premises or while on an outing with the group. Doors, windows and garden fencing/gate are inspected daily by staff to ensure the integrity of our physical environment.

During outings, staff will carry sufficient mobile telephones to ensure adequate communications, even if it is necessary to split the group.

At all times our first priority is prevention, through constant supervision and the maintenance of a suitable environment.

### Procedure for a missing child

- Should it become apparent that a child is missing from Wheathampstead Playgroup's building on Nurseries Road in Wheathampstead, the register will be checked to confirm the child was in attendance during registration. It will be immediately investigated who last saw the child, when and where. Once this has been confirmed a thorough search will be made of the premises and the outside area, including all rooms, storage and play equipment. Activities for other children will be curtailed as required, to allow the transfer of staff to the search. Staff will use all possible efforts to conclude the search within 3 minutes of the child's absence being noted. Should the search be unsuccessful then the Manager/Deputy Manager will telephone the child's parents. The police will be informed by phoning 999.
- Should it become apparent that a child is missing from Wheathampstead Playgroup's playground on Nurseries Road in Wheathampstead, the register will be checked to confirm the child was in attendance during registration. It will be immediately investigated who last saw the child, when and where. The premises will be searched in case the child has remained inside, if this search is unsuccessful then the play equipment and the gardens that border the Playground will be inspected. Staff will use all possible efforts to conclude the search within 3 minutes of the child's absence being noted. Should this search prove to be unsuccessful then the Manager/Deputy Manager will telephone the child's parents. The police will be informed by phoning 999.
- Should it become apparent that a child is missing while on an outing, the register will be checked and child's attendance confirmed. It will be

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immediately investigated who last saw the child, when and where. Then an immediate search of the local area will take place. Should the child not be found within 10 minutes, their parents will be telephoned and the police will be informed by phoning 999. If the remaining group return to the Playgroup premises, two members of staff will remain at the location where the child was reported lost to meet with the Police and in case of the reappearance of the child. Correct ratios for children being escorted back to Playgroup will be maintained.

- The register, landline telephone and parents telephone numbers are always available during session time. The Manager/Deputy Manager on any Group outings will carry the register, a mobile telephone and parents' telephone numbers. At least 50% of other staff on Group outings will also carry mobile telephones.
- The Manager/Deputy manager reports the incident to Ofsted.
- The Manager implements an action plan to urgently review the safety and security with the playgroup.
- The Manager will inform the parents of the outcome along with a written action plan giving details of the control measures \* \* put in place to ensure the safety and security within the playgroup.
- The Manager will call an emergency staff meeting to discuss the action plan in place along with further control measures to ensure the children's safety and the playgroup security system.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Nappy Changing Policy and Procedure

At Wheathampstead Playgroup we will endeavor to make nappy changing time a happy and pleasant experience for all involved. Nappies/wipes and a change of clothes should be supplied by parents and left in a small bag in the child's draw. The child will be changed in the disabled toilet to ensure the child's privacy and dignity is maintained. A changing mat will be available if necessary.

- Parents are asked to provide nappies for their child if required. Nappy sacks and hypoallergenic wipes are always available at Playgroup.
- The child's privacy and dignity will be upheld throughout the changing procedure.
- Nappies will be changed once every session and anytime in between when it is needed.
- The child's keyworker or alternate staff member will retrieve the child's changing bag from their draw and then guide the child to the changing facilities.
- During the nappy changing procedure the child will be reassured and spoken to, the key worker will sing/talk and draw attention to the pictures around the bathroom.
- The mat will be checked for cleanliness and safety and any action taken.
- The staff member will put on gloves and the child will be asked to lie down on the changing mat.
- Clothing will be removed and if dirty placed in a disposable bag to be placed in the child's draw at a later time.
- The nappy will be removed and the child cleaned using baby wipes.
- Cream will be applied if prior permission has been given.
- The clean nappy will be put on and secured and the child will be dressed (in clean clothes if necessary).
- All used wipes, nappies etc to be placed in a nappy sack and sealed nappy bin. Dirty nappy and wipes will be double wrapped in nappy sacks and placed into sealed nappy bin.

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- Staff member will remove gloves and place them in the sealed nappy bin. The child will be taken from the changing mat back in to the main room.
  - When a child's nappy or clothing is changed, this is logged on the chart on the wall of either the disabled toilet or the children's toilets, stating the date and time, the reason for the change (toileting, drink or paint/mud etc) and the initials of the member of staff carrying out the change. This same information is put on a sticker on the bag of wet/soiled clothing before it is put in the child's drawer for the parent/carer to take home.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Outings Policy

### Aims and Objectives

Visits to our local environment are an essential part of a child's development and allow children to access both new and familiar experiences and places. At Wheathampstead Playgroup we include a number of outings to compliment our curriculum. These are always within walking distance from Playgroup and range from visits to the library, the fire station, the village centre and playing fields. It is our intention to ensure the safety and well being of the children during outings.

### Policies

- Parental permission is given for children to go on outings. This is noted on the group's registration form. This includes permission to take children to Beech Hyde Nursery for settling-in visits.
- Parents/carers are always given notice that an outing will be taking place.
- Parents/carers are asked to help accompany the group on outings, unless it is a settling-in visit to Beech Hyde Nursery, in which case two members of Playgroup staff accompany the children.
- A written risk assessment will be completed prior to the outing.
- The leader of the trip will not have any children in their direct care, leaving them available to deal with any problems that may arise and enable them to have an overview of the situation.
- The outing will not take place unless there is a ratio of at least 1 adult to every 2 children. It may be decided by staff that some children will need a 1:1 adult: child ratio.
- Children with special needs will be included in outings and wherever possible special arrangements will be made to support these children if necessary.
- The outing will be postponed if there are adverse weather conditions.
- At least two permanent staff members who are first aid trained will accompany the children on outings.
- Any children's prescribed medication kept at Playgroup will accompany the relevant children on outings, together with the written permission to administer the medication. The Special Needs Coordinator will carry this.

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- The Manager/Deputy Manager on any Group outing will take the register, first aid kit, a mobile telephone and parents' telephone numbers.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016



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## **Parents as Partners Policy**

### **Aims and Objectives**

Wheathampstead Playgroup aims to work with parents and guardians as partners in providing quality care for children. We encourage parents and guardians to be pro-active in our learning program, and welcome their involvement.

In this policy, references to “parents” include parents, guardians and others with regular caring responsibility for children.

### **Parents as Partners: Statement of Policy**

- All parents are welcome to visit Playgroup by prior arrangement, and we encourage parents’ involvement in helping during sessions.
- All parents are invited to serve as Trustees or Friends at any time.
- Parents may have access to their child’s records at any time
- Parents may consult with their child’s Keyworker, the Special Needs Coordinator or Manager, if they have any concerns regarding their child’s progress or to discuss relevant issues and concerns.
- Discussions between staff and parents will be confidential. If notes are taken, they will be kept in the child’s ‘key’ file.
- Playgroup’s policy documents are available for inspection at any time.
- Regular newsletters and notices offer parents the opportunity to participate in all Playgroup events.
- Playgroup operates a specific ‘settling in’ routine so that, during the first few weeks of attendance, the child will feel settled and parents will feel comfortable leaving him or her alone to enjoy Playgroup independently. Special arrangements for settling in will continue until the child feels at home within Playgroup.
- We endeavor to work closely with parents, to support any special needs that a child may appear to have.
- An annual Parents’ Evening is held, to enable Parents to speak to staff, review their children’s key files and experience some of the activities enjoyed by children at Playgroup.

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Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Personal Care Policy

At Wheathampstead Playgroup we believe that changing a nappy is a very personal situation, we also would like the experience to be an enjoyable one as it is a chance for the key worker to spend some valuable one to one time with their children. We want to protect both the children and staff during this essential part of the daily routine.

- Only permanent members of staff that hold a CRB/DBS will be allowed to change nappies
- Staff will be fully trained before changing nappies
- Students and volunteers will not change nappies
- The door to the disabled/staff toilet will remain open during a nappy change/toileting so staff will be visible during the whole of the procedure
- Staff will check toilets at regular intervals to ensure that the children are safe and the area is clean
- Children are encouraged to wash their own hands after every visit to the toilet and before every meal (staff are available to assist the children)
- All staff will endeavor to follow the wishes of the parents
- Any staff member who has concerns about the changing routine or a staff member will inform the Manager/Deputy and will be treated in accordance with the whistle blowing policy.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Physical Contact/Touch Policy

At Wheathampstead Playgroup we recognise that forming close relationships with children in their early years is essential to enable children to develop and grow as confident individuals with a real understanding of social responsibility and self-esteem. We acknowledge that touch is a necessary and desirable part of the development, emotional well-being, care and education of all young children. We see touch as an everyday act of communication by physical means and this policy demonstrates what that might look like. To facilitate this all children will have a named key worker who will develop a genuine bond and offer a settled close relationship.

Young children will experience a vast range of emotions during their time at playgroup, starting with the first time they realise their parent/carer will not be staying, to falling over and grazing a knee, to being upset over a toy. At Wheathampstead playgroup we realise that every child is an individual, and that the method of comfort offered to one child may be rejected by another. Therefore you may see a member of staff hold a child's hand, offer a distraction toy, have a child sit on their lap, place an arm around a child, carry a child or we may observe a child from a distance to enable them to self settle.

The positive use of touch is a normal part of human interaction and the developmental age, emotional and communication needs of the individual child are recognised as being far more important than actual age. We understand that very young children will need more physical contact than older pre-school children nearing school entry and our day to day practice will reflect that.

Although we believe that physical contact is central to warm, personal relationships and to the good quality care of young children, we also believe that good quality care encompasses a full understanding of child protection and this is reflected in our policy and practices.

Touch is appropriate for:

- The developmental stage/age of the child
- Giving guidance to children (such as how to hold a pencil or when climbing)
- Providing emotional support
- Physical/intimate care (such as first aid/toileting etc.)
- In the rare occasion of preventing physical harm to the child or another person.

Touch is inappropriate for:

- Any child who rejects the offer of comfort/guidance at that time.

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- Control, such as holding a child’s hand and pulling them towards an activity.
  - Front on hugs. It is unnecessary to hug front on, a sideways hug can offer comfort without intruding on personal space.
  - Restraint.

Staff have a "Duty of Care" towards the children in our charge. Therefore, if a child is likely to be at risk of harm or harming another if you do not physically intervene in an emergency situation, you must take action. The action you take will depend on a dynamic risk assessment that you make at that moment in time.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Record Keeping Policy

### Aims and Objectives

We acknowledge the importance of observing children at play. Informed by knowledge of how children develop and learn helps us understand and plan for their next steps of development. Through observing and record keeping it is hoped that practitioners will be able to build on what the children already know and extend their learning opportunities. Such observations will help identify learning priorities and plan relevant and motivating learning experiences for the children.

### Record Keeping Policy

- Each child will be allocated a key worker. This member of staff will be responsible for keeping developmental records of the child as well as forming a special relationship with them and their family.
- Parents/carers are informed of our record keeping arrangements, and are invited to share this information at any time.
- We acknowledge that parents/carers are the primary educators of their children, and they are asked to complete a booklet giving details of their child's progress when joining Playgroup.
- Information between Playgroup staff and parents/carers is treated as confidential.
- Photographic evidence used in observations and assessments and will be kept on the child's file. Parents are asked to give consent for Playgroup to take such photographs.
- It is usual that developmental records are passed onto the child's next nursery when leaving Playgroup, unless requested otherwise by the child's parent/carer. Permission is given for this on the child's registration form.
- We do not keep children's records on computer apart from blank registers and tick sheets and developmental trackers.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Reserves Policy

We need to ensure that we have enough money in our reserves to deal with the unexpected.

## Reserves Policy

The financial reserves that we have set aside provide financial stability and the means for the development of our principal activity. We intend to maintain our funds at a level, which is at least equivalent to one term's running costs. The Trustees regularly review the amount of funds that Playgroup requires to ensure that they are adequate to fulfill Playgroup's continuing obligations.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Safeguarding Children Policy

### Aims and Objectives

Playgroup aims to provide a secure and safe environment for all children. Any abuse, whether emotional, verbal, physical, sexual or by neglect is unacceptable. The Children Act 1989 places a clear responsibility on pre-school settings to ensure that they work together with other agencies to safeguard and promote the welfare of all children. This obligation is further clarified in the Children Act 2004, in which integrated planning, commissioning and delivery of services, as well as the improvement of multi-disciplinary working, are encouraged. Government guidance on “Working Together to Safeguard Children”, published in March 2010, sets out how individuals and organisations should work together to safeguard and promote the welfare of children. Playgroup is aware of the importance of liaising with other bodies and aims to work within the Hertfordshire Safeguarding Children Board’s guidelines, as detailed on [www.hertssafeguarding.org.uk](http://www.hertssafeguarding.org.uk), to safeguard and promote the welfare of all children.

### Safeguarding Children while at Playgroup

- The designated Safeguarding Children Officer of Playgroup is the Manager. The designated Safeguarding Children Officer of Playgroup’s Trustees is the Chairman.
- All applicants for employment at Playgroup will be interviewed before any appointment is made and will be asked to provide two references. These references will be taken up.
- DBS checks are carried out for all members of staff. These checks are to be renewed every three years if required. New members of staff who are awaiting DBS clearance will not accompany children to the toilet nor work with them alone in a separate room.
- Visitors, helping parents and students will not accompany children to the toilet nor work with them alone in a separate room.
- Visitors, parents and students are not permitted to take photographs or video while in the setting unless they are using Playgroup cameras. Any recordings made on these are only downloaded onto the main Playgroup computer by the Manager or Deputy Manager and reviewed. Mobile phone cameras will not be used by any person while at Playgroup.
- All members of staff undertake safeguarding children training. This is updated every three years.
- Should any allegation be made against a member of staff, the Manager and Chairman of Playgroup will investigate this immediately. If the allegation is made against the Manager, then the Chairman of Playgroup and another Trustee will investigate. The member of staff will be entitled to attend any meeting with a representative of their choice. If it is decided to



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take the matter further, the Local Authority Designated Officer will be informed. While the matter is under investigation, the member of staff will be suspended on full pay.

- Ofsted will be notified of any incident and any changes to the arrangements in the setting that may affect the wellbeing of children.
- Only those adults named on the child's registration form will be permitted to collect the child, unless the Playgroup Manager has been otherwise notified by the child's parent/carer. Any adult collecting a child will be expected to state the password specified on the registration form. Should an unknown adult arrive to collect a child and be unable to supply the correct password, the child's parents will be contacted before the child is allowed to leave the premises. If the child's parents cannot be contacted, the child will NOT be permitted to leave and the Uncollected Child Policy will be applied.

### **Child welfare concerns**

If staff have concerns about a child's welfare the following procedures will be followed.

1. If changes in a child's behaviour are observed, or any form of abuse is suspected by staff, this will be discussed with Playgroup's Safeguarding Children Officer and other relevant members of staff. These concerns may be discussed with colleagues in other agencies.
2. If, after discussion, staff still have concerns about a child's welfare, the process and procedures for referral set out in the guidance "*Recognise, Respond and Refer*" as produced by the Hertfordshire Children's Trust Partnership, will be followed.
3. If a referral is made, the setting will act within the Safeguarding Children & Child Protection guidance, in deciding whether the child's parents should be informed at the same time.
4. Subject to item 3 above, confidentiality will be maintained at all times, to ensure the safety of the child.
5. A relevant member of staff will make a specific, accurate and detailed record of all discussions and observations. Playgroup's Safeguarding Children Officer will hold these.

### **Important contact details/numbers:**

Wheathampstead Playgroup Trustees: [wheatplaygptrustees@gmail.com](mailto:wheatplaygptrustees@gmail.com)

Childhood Support Services – Family Information Service: 0300 123 4052

Ofsted:

Website: <http://www.ofsted.gov.uk/>

Contact: 0300 123 4666

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Hertfordshire Safeguarding Children Board:

Website: <http://www.hertssafeguarding.org.uk/>

Children's Services: 0300 123 4043

Child Abuse Investigation Unit: 101

NSPCC child protection helpline telephone: 0808 800 5000

Children Schools and Families: 0300 123 4043

Local Authority Designated Officer (LADO): 01992 55697

NSPCC child protection helpline telephone: 0808 800 5000

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Sickness Policy

At Wheathampstead Playgroup we understand that from time to time you maybe unable to work due to illness. In order to make sure that playgroup is fully covered and fully staffed there is a simple procedure to follow.

- Let the manager/deputy know as soon as you can that you will not be available to work, at the latest on the morning of absence by 8am, preferably the night before
- To phone by 4pm on the evening of the absence to let management know if you will be available for work the next day
- You are able to self-certificate for up to 7 days (including weekends)
- If your absence is for longer than 7 days we will require a medical certificate explaining the reason for absence
- On your return to work, you will attend a back to work interview to make sure you are suitable for work
- If your long-term sickness is for more than one month your G.P will be contacted and you will be asked to attend a meeting to discuss your options for work
- If there is a pattern to your sickness or you have taken an unacceptable amount of time off you will be dealt with in accordance with our disciplinary policy

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Smoking Policy

At Wheathampstead Playgroup we have a strict no smoking policy, which ensures that no one smokes on the premises (inside the setting or in the school grounds). We hold the safety and comfort of the children in our care as a priority, therefore these guidelines must be adhered to at all times regarding smoking at work:

- the smoker must leave the school grounds and stand well away from the premises where the children can not see or smell the smoke
- the smoker must not smoke in their uniform, they must change their clothes to have a cigarette.
- This policy applies to all employees, parents/carers and visitors to Wheathampstead Playgroup.
- Non-compliance – if an employee refuses to stop smoking they will be reminded about the no smoking policy. If they continue not to comply with this policy disciplinary procedures will be followed. They may also be liable to a fixed penalty fine and possible criminal prosecution. If a parent/carer or visitor refuses to stop smoking they will be asked to leave the premises.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Social Networking Policy

At Wheathampstead Playgroup it is paramount that we protect the affairs of the children, families, staff and the company's interests and rights. In order to do this, we require you as employees to keep any information that you have gained or learned during your employment strictly confidential.

Wheathampstead Playgroup has implemented this policy inline with the confidentiality policy and requires all employees to use their professional judgment and take the most prudent action possible.

Due care and attention should be given as to how you portray yourself via all websites, which operate at a social level. These include the following and/ or similar:

- Facebook
- Twitter
- MySpace
- Bebo
- Friendster

Personal blogs should be clear that they are the views of the author and do not represent the views of the company.

Whilst in our employment you must be respectful to the company, other employees and customers.

You must not reference or site the company, clients or customers without prior consent; this includes blogging "the company, the manager, the director and or staff members"

Pictures posted, must be inline with the company's confidentiality policy and technology policy. i.e. pictures of children and the playgroup itself are not permitted.

Before participating in any social networking, understand that anything posted online is available for the whole world to see.

Director, signed on behalf of playgroup

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Manager, signed on behalf of playgroup

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Date policy adopted: June 2015

Date of review: June 2016

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## Student Policy

At Wheathampstead Playgroup we welcome students from local schools, colleges and universities to further their training and experience. We acknowledge that this is a valuable part of their course and with the help and support of the playgroup we can help it to be a happy and very useful time for them. On occasion we take students completing school experience, childcare qualifications and completing higher education qualifications and ask the following from you:

- Be polite and courteous to all students in playgroup
- Remember that you are a role model to the students and they will be observing your practice at all time
- Answer any questions that they may have and if you don't know the answer please refer them to the Manager/Deputy
- Students must never be left un-supervised at any time.
- Only students with the relevant qualifications on long term placements aged 17 years and over may be included in ratio's if the provider is satisfied that they are competent and responsible
- Students are to take part in the daily routines, planning and observing and generally helping with all areas of the child's care
- Students will shadow a senior member of staff and the Manager/Deputy will sign off their work after a discussion about the student's performance

If you have any worries or concerns about a student please discuss this with the Manager/Deputy, as soon as possible.

Director, signed on behalf of the playgroup

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Manager, signed on behalf of the playgroup

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Date policy adopted: June 2015

Date of review: June 2015

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## Technology Policy and Procedure

Wheathampstead Playgroup has a duty to safeguard and promote the welfare of children at all times, giving them the very best start in life.

Therefore Wheathampstead Playgroup aims to:

- Ensure the safety and welfare of children at all times.
- Ensure that strict confidentiality is adhered to at all times.
- Ensure that all staff receive appropriate and effective training on safeguarding children.
- Ensure that all staff are familiar with, and kept up to date with safeguarding issues and procedures.
- Ensure that the safeguarding children policy is regularly reviewed and updated.
- Ensure that all adults looking after children, or having unsupervised access to them, are suitable to do so.

Due to this, the following procedure will be carried out when using a camera for photo evidence within the children's learning journals and when displaying photos within the playgroup building to demonstrate the activities undertaken by the children:

- Cameras and memory cards will be provided by playgroup only
- Photographs will be printed out at playgroup only

In addition to this, the following procedure applies to mobiles phones within playgroup:

- All mobile phones (staff or visitors) are to be kept in the office
- Mobile phones are not to be used on playgroup premises except within the office in case of emergency contact

## Rules

### Mobile phones

This policy applies to all individuals who have access to personal or work-related mobile phones on site. This includes practitioners, volunteers, committee members, children, young people, parents, carers, and visitors. This list is not exhaustive.

The use of mobile phones is not permitted in any locations within Playgroup grounds where there are children. This includes the main hall, the toilets, the garden (when children are outside) and the book room. Mobile phones should also not be used in the kitchen.

A designated, lockable safe and secure area for practitioners and visitors to store their personal belongings during the working day is available.

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Practitioners have the option to store their mobile phones in this area, should they choose.

Practitioners and visitors leave their belongings in safe storage at their own risk. It is therefore recommended that phones are security marked, password protected and insured. No liability for loss and damages is accepted.

As well as safeguarding children and avoiding any unnecessary disruptions during the day, this procedure also aims to protect staff against any unfounded allegations.

Visitors will be asked not to use their mobile phones while in the setting. Should a visitor need to take a call, they will be asked to leave the building or will be escorted into the small group room, with a member of staff ensuring that there are no children in it first. The office may be used if a member of staff is present.

Practitioners, volunteers and visitors are encouraged to give the main Playgroup number, 01582 833126, to anyone who may need to contact them in an emergency during working hours.

**Mobile phone cameras are not to be used under any circumstances on Playgroup premises.**

### **Cameras and videos**

Volunteers and visitors must not bring their own cameras or video recorders into the setting.

If a parent asks for a photograph to be taken of their child carrying out a specific activity, this can only be done using the setting's own cameras.

Photographs and video of children are only taken in the setting if parents provide written permission to do so. This is found on the child's registration form. Any photographs/video taken are exclusively for use within the setting and within children's learning journals. Children may also be photographed during their settling in session in order to give the parents a copy to take away with them and discuss with their child before they start with us.

If there is a need to display photographs elsewhere, for example in Lamer Fields Children's Centre, separate written permission is requested from the parent/carer, detailing the specific photograph to be used.

Where parents are permitted to photograph or record their own children at special events, parents are informed in advance that this is possible, and permission is gained from all parents/carers of children attending. Parents are specifically requested not to post any photographs/video taken on any sites on the Internet, nor to publish them in any way.



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Director, Print & Sign on behalf of playgroup

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Manager, Print & Sign on behalf of playgroup

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This policy was adopted: June 2015

Date for review: June 2016

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## Uncollected Child Procedure

It is the individual parent's responsibility to ensure that their child is collected from playgroup on time. If on the rare occasion you have not collected your child by 11.40am, 12.10pm or 3.10pm (whichever time your child's session ends) and have not contacted playgroup to inform us of this, the following steps will be taking:

- The person in charge will contact both parents on all telephone numbers given, i.e. mobile and work. A message will be left if there is no answer.
- A further phone call to both parents will be made and again a message left if there is no response.
- Both emergency contacts will be contacted and a message will be left if there is no answer.
- A final attempt will be made to contact both parents and both emergency contacts. A final message will be left if there is no answer.
- Children, Schools and Families will be contacted for advice and we will follow their instructions. Telephone: 01438 737500 or 01992 556909/12.
- Two members of staff will remain with the child until contact is made with the parent/carer and the child is collected, or until the Child Protection Unit has been informed and is in attendance.

Every effort will be made to contact both you and the emergency carers. For this reason it is vital that you supply us with correct and up to date contact numbers. It is your responsibility to ensure that your child is collected on time and by people that you trust and are familiar with. Therefore, please ensure that your emergency contact details are current, as we will not take responsibility for your child being sent home with someone you longer wish to have as an emergency contact.

Director, Print & Sign on behalf of playgroup

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Manager, Print & Sign on behalf of playgroup

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This policy was adopted: June 2015

Date for review: June 2016

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## Uniform Policy

At Wheathampstead Playgroup we take pride in looking professional at all times, in order to keep up this standard staff must adhere to the following dress code:

Winter:

- Playgroup polo shirt
- Playgroup fleece
- Smart plain trousers/jeans or skirt, standard or cropped (no rips)
- Smart shoes or trainers (no high heels or open toes)
- ID badges to be worn when on the premises

Summer:

- Vest top in a plain colour
- Smart plain trousers, jeans or shorts or skirt (shorts to be no shorter than mid-thigh)
- Smart shoes, pumps or trainers (no high heels or open toes)
- ID badges to be worn when on the premises

Director, signed on behalf of the playgroup

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Manager signed on behalf of the playgroup

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Policy adopted: June 2015

Policy to be reviewed: June 2016

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## Whistle Blowing Policy

At Wheathampstead Playgroup we provide a setting that is welcoming, safe and stimulating that allows children to grow in confidence and reach their full potential. We ensure that every child in our care is kept healthy, safe and secure.

In order to maintain this level of care it is the duty of any member of staff to report any unacceptable behaviour, be it a safeguarding, behaviour management, hygiene or personal issue they see, both within playgroup or outside to the Manager or Deputy Manager immediately.

The member of staff making the allegation will be asked to write down and date what they have witnessed in case this information is required at a later date.

Any allegation will be taken seriously and treated confidentially in accordance with our child protection and disciplinary policy.

The person making the allegation will be able to remain anonymous until such point it is deemed necessary, in order to progress with the allegation. The person making the allegation will be informed before their identity is disclosed.

If the concern is of a higher level and you do not feel comfortable going to the Manager or Chairman the following contacts are for Ofsted.

Ofsted's whistle blowing hotline: **0300 123 3155**

Email: **[whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk)**

Director, signed on behalf of the playgroup

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Manager, signed on behalf of the playgroup.

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