

Policy Document

SETTING NAME: PRO TOUCH SA CIC

Guidance for use:

This policy pack model will provide a safeguarding framework for Pro Touch SA CIC Setting.

This policy pack was adopted by	Ash Rahman, Mustapha Turay, Zahid Hossain
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Signed on behalf of the provider	Pro Touch SA CIC
Name of signatory	Ash Rahman, Mustapha Turay, Zahid Hossain
Role of signatory	Directors

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Safeguarding Policy

We are committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation.

The setting will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. The child protection procedures comply with all relevant legislation and with guidance issued by Hounslow Safeguarding Children's Partnership.

There is a Designated Safeguarding Lead (DSL) available at all times while the setting is in session. The DSL coordinates safeguarding, and child protection issues and liaises with external agencies (e.g. Social Care and Ofsted).

The setting's designated DSL is Ash Rahman / Mus Turay / Zahid Hossain

Child abuse and neglect

Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below.

- **Emotional abuse** is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

- **Physical abuse** can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child.

- **Sexual abuse** involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways.

- **Neglect** is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from

physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment.

Signs of child abuse and neglect

Signs of possible abuse and neglect may include:

- significant changes in a child's behaviour
- deterioration in a child's general well-being
- unexplained bruising or marks
- comments made by a child which give cause for concern
- reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation (FGM), or that the child may have witnessed domestic abuse
- inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images.

If abuse is suspected or disclosed

When a child makes a disclosure to a member of staff, that member of staff will:

- reassure the child that they were not to blame and were right to speak out
- listen to the child but not question them
- give reassurance that the staff member will take action
- record the incident as soon as possible.

If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the **Logging a concern** form. If a third party expresses concern that a child is being abused, we will encourage them to contact Hounslow Children's Services Front Door directly. If they will not do so, we will explain that the setting is obliged to and the incident will be logged accordingly.

Female genital mutilation (FGM)

FGM is an illegal, extremely harmful practice and a form of child abuse, and is therefore dealt with as part of our existing safeguarding procedures. All of our staff receive training in how to recognise when girls are at risk of FGM or may have been subjected to it.

If FGM is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Peer-on-peer abuse

Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people.

Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse:

- Sexual activity (in primary school-aged children) of any kind, including sexting
- One of the children is significantly more dominant than the other (e.g. much older)
- One of the children is significantly more vulnerable than the other (e.g. in terms of disability, confidence, physical strength)
- There has been some use of threats, bribes or coercion to ensure compliance or secrecy.

If peer-on-peer abuse is suspected or disclosed

We will follow the same procedures as set out above for responding to child abuse.

Extremism and radicalisation

All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, e.g.:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues such as depression
- desire for adventure or wanting to be part of a larger cause
- associating with others who hold extremist beliefs

Signs of radicalisation

Signs that a child might be at risk of radicalisation include:

- changes in behaviour, for example becoming withdrawn or aggressive
- claiming that terrorist attacks and violence are justified
- viewing violent extremist material online
- possessing or sharing violent extremist material

If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on a **Logging a concern** form and refer the matter to the DSL.

Logging a concern

All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the **Logging a concern** form as soon as possible after the event. The record should include:

- date of the disclosure, or the incident, or the observation causing concern
- date and time at which the record was made
- name and date of birth of the child involved
- a factual report of what happened. If recording a disclosure, you must use the child's own words
- name, signature and job title of the person making the record.

The record will be given to the setting's DSL who will decide on the appropriate course of action.

For concerns about **child abuse**, the DSL will contact Hounslow Children's Services Front Door. The DSL will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Hounslow Children's Services Front Door directly.

For minor concerns regarding **radicalisation**, the DSL will contact the Prevent Team in Hounslow. For more serious concerns the DSL will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the DSL will contact the Police using 999.

Allegations against staff

If anyone makes an allegation of child abuse against a member of staff:

- The allegation will be recorded on an **Incident record** form. Any witnesses to the incident should sign and date the entry to confirm it.

- The allegation is referred immediately to the Safeguarding Advice and Allegations Management (SAAM). The Duty systems include the Child Protection Chairs who are the people who take part in the SAAM Duty structure. They identify designated officer (DO) cases.

- The LADO will advise if other agencies (e.g. police) should be informed, and the setting will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours.

- Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation.

- If appropriate, the setting will make a referral to the Disclosure and Barring Service.

Promoting awareness among staff

The setting promotes awareness of child abuse and the risk of radicalisation through its staff training. The setting ensures that:

- the designated DSL has relevant experience and receives appropriate training in safeguarding and the Prevent Duty, and is aware of the Channel Programme and how to access it

- designated person training is refreshed every two years and refreshes their knowledge of safeguarding at least annually

- safe recruitment practices are followed for all new staff

- all staff have a copy of this Safeguarding policy, understand its contents and are vigilant to signs of abuse, neglect or radicalisation

- all staff are aware of their statutory duties with regard to the disclosure or discovery of child abuse, and concerns about radicalisation

- all staff receive basic safeguarding training, and safeguarding is a permanent agenda item at all staff meetings

- all staff receive basic training in the Prevent Duty

- staff are familiar with the Safeguarding File which is kept [Google Drive](#)

- the setting's procedures are in line with the guidance in 'Working Together to Safeguard Children (2020)' and staff are familiar with 'What to Do If You're Worried A Child Is Being Abused (2015)'.
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Use of mobile phones and cameras

Photographs will only be taken of children with their parents' permission. Only the setting's camera will be used to take photographs of children at the setting, except with the express permission of the manager. Neither staff nor children nor visitors may use their mobile phones to take photographs at the setting. For more details see our Mobile Phone Policy.

Contact numbers

Safeguarding Advice and Allegations Management (SAAM): 0208 583 5730

LADO (Hounslow has two Local Authority Designated Officers): Grace Murphy 0208 583 4933 / Sarah Paltenghi 0208 583 3423 and 07970198380

Hounslow Early Help Hub: 020 8583 6653

Hounslow Children's Services Front Door: 020 8583 6600

Hounslow Children's Services out of hours contact: 0208 583 2222

Hounslow Safeguarding Children's Partnership: 0208 583 3068

Hounslow Prevent Lead: Joan Conlon 07817 079190

Police: 101 (non-emergency) or 999 (emergency)

Anti-terrorist hotline: 0800 789 321

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Whistleblowing Policy

We are committed to the highest standards of openness, probity and accountability. If a member of staff discovers evidence of malpractice or wrongdoing within the setting, they can disclose this information internally without fear of reprisal. Our Whistleblowing policy is intended to cover concerns such as:

- Financial malpractice or fraud
- Failure to comply with a legal obligation
- Dangers to health and safety or the environment
- Criminal activity
- Improper conduct or unethical behaviour

This policy should not be used to question business decisions made by the setting, or to raise any matters that are covered under other policies (e.g. discrimination or racial harassment). Any allegations relating to child protection will follow the procedures set out in the Safeguarding Children policy. Any concerns relating to the employment conditions of an individual member of staff should be raised according to the procedures set out in the Staff Grievance policy.

Raising a concern

Ideally the staff member should put his or her allegations in writing, setting out the background to the situation, giving names, dates and places where possible, and the reason why they are concerned about the situation.

In the first instance concerns should be taken to the setting's manager. If, due to the nature of the problem, this is not possible, **concerns should be raised with the Pro Touch SA setting's senior management team.**

If this person or body is unwilling or unable to act on the concern, the staff member should then raise it with:

- Ofsted (if it concerns the safe and effective running of the setting)
- The Local Authority Designated Officer or the Hounslow Safeguarding Children's Partnership (if it concerns a child protection issue and is not already covered by the procedure set out in the Setting's Safeguarding Children policy)

- Ultimately, with the police (if a crime is thought to have been committed).

If the member of staff is still uncertain about how to proceed with the concern, he or she can contact the NSPCC whistleblowing advice line on 08088005000.

Responding to a concern

Initial enquiries will usually involve a meeting with the individual raising the concern, and will decide whether an investigation is appropriate and, if so, what form it should take. If a concern relates to issues which fall within the scope of other policies, it will be addressed under those policies.

If the initial meeting does not resolve the concern, further investigation is required. The appropriate person will investigate the concerns thoroughly, ensuring that a written response can be provided within ten working days where feasible, or if this is not possible, giving a date by which, the final response can be expected. The response should include details of how the matter was investigated, conclusions drawn from the investigation, and who to contact if the member of staff is unhappy with the response and wishes to take the matter further.

Rights and responsibilities of the whistle-blower

All concerns will be treated in confidence and the setting will make every effort not to reveal the identity of anyone raising a concern in good faith. At the appropriate time, however, the member of staff may need to come forward as a witness.

If a member of staff raises a concern in good faith which is then not confirmed by the investigation, no action will be taken against that person.

If the investigation concludes that the member of staff maliciously fabricated the allegations, disciplinary action may be taken against that person.

Contact information

Safeguarding Advice and Allegations Management (SAAM): 0208 583 5730

LADO (Hounslow has two Local Authority Designated Officers): Grace Murphy 0208 583 4933 / Sarah Paltenghi 0208 583 3423 and 07970198380

Hounslow Safeguarding Children's Partnership: 0208 583 3068

NSPCC: 0808 800 500

Ofsted: 0300 123 1231

Uncollected Children Policy

We endeavour to ensure that all children are collected by a parent or carer at the end of each session. If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must call the setting to notify us if they are delayed.

- The parent or carer will be informed that penalty fees will have to be charged (unless the delay was genuinely unavoidable).

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.

- If there is no response from the parent or carer, messages will be left requesting that they contact the setting immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.

- While waiting to be collected, the child will be supervised by a member of staff.

- When the parent or carer arrives, they will be reminded that they must call the setting to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the Hounslow Children's Services Front Door team for advice.

- The child will remain in the care of the setting's staff, on the setting's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.

- If it is not possible for the child to remain at the setting's premises, a note will be left on the door of the setting informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the setting.

Missing Child Procedure

We are always alert to the possibility that children can go missing during sessions. To minimise the risk of this happening, staff will carry out periodic head counts, particularly when transporting children between locations (e.g. walking from the school to the setting).

If a child cannot be located, the following steps will be taken:

- All staff will be informed that the child is missing.
- Staff will conduct a thorough search of the premises and surrounding area.
- After 10 minutes the police will be informed. The manager will then contact the child's parents or carers.
- Staff will continue to search for the child whilst waiting for the police and parents to arrive.
- We will maintain as normal a routine as possible for the rest of the children at the setting.
- The manager will liaise with the police and the child's parent or carer.

The incident will be recorded in the **Incident Log**. A review will be conducted regarding this and any other related incidents along with relevant policies and procedures. We will identify and implement any changes as necessary and inform Ofsted.

Mobile Phone Policy

We foster a 'culture of safety' in which the children and staff are protected from abuse, harm, and distress. We therefore have a clear policy on the acceptable use of mobile phones that is understood and adhered to by everyone: staff, children and parents. Abiding by the terms of the setting's mobile phone policy ensures that we all:

- Protect children from harm and abuse
- Prevent staff from being subject to false allegations
- Help staff remain focused on the care of children
- Work in an open and transparent environment.

Staff use of mobile phones

Personal mobile phones belonging to members of staff are kept in **box, staff room** during working hours.

If a member of staff needs to make an urgent personal call they can use the PTSA work phone or make a personal call from their mobile in the **staff room**.

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, prior permission must be sought from the Manager or Deputy.

Under no circumstances may staff use their personal mobile phones to take photographs at the setting during working hours.

Children's use of mobile phones

Whilst we understand that some children have mobile phones, we actively discourage them from using their phones within the setting.

The setting does not accept any responsibility for loss or damage to mobile phones brought to the setting by the children.

Children must not use their mobile phone to take photographs of any kind whilst at the setting. If they want a photograph of a particular activity, they can ask a member of staff to take one using the setting camera.

Visitors' use of mobile phones

In the interest of safeguarding, we ask all parents and visitors not to use their phones or other mobile devices on setting premises. Taking of photographs by parents or visitors is strictly prohibited. If a parent would like to have a photograph of their child involved in an activity or at play, they can ask a member of staff to take one using the setting camera.

Guidance

To safeguard children and practitioners online, our staff will be encouraged to refer to "Safeguarding children and protecting professionals in early years settings: online safety considerations". (<https://www.gov.uk/government/publications/safeguarding-children-and-protecting-professionals-in-early-years-settings-online-safety-considerations>)

Intimate Care

When providing intimate care, we will ensure that the child's safety, dignity and privacy are maintained at all times.

'Intimate care' covers any task that involves the washing, touching or carrying out a procedure to intimate personal areas and is associated with bodily functions and personal hygiene, including, toileting, washing, dressing, and menstrual care.

Staff at Pro Touch SA Setting who provide intimate care will do so in a professional manner. Staff are aware of safeguarding issues and will have relevant training (eg: health and safety, child protection, manual handling) before providing intimate care. No child should suffer distress or pain as a result of receiving intimate care.

Staff will work in partnership with parents or carers to provide care appropriate to the needs of the individual child and together will produce a care plan. The care plan will set out:

- What care is required
- Number of staff needed to carry out the task (if more than one person is required, reasons will be documented)
- Additional equipment required
- Child's preferred means of communication (e.g. verbal, visual)
- Child's level of ability – what tasks they are able to carry out by themselves

Best practice

When intimate care is given, the member of staff will explain to the child each task that is carried out, and the reasons for it. Staff will encourage children to do as much for themselves as they can.

If a child requires intimate care on a regular basis, it is good practice for two members of staff to share the care between them. In this way the child is less likely to become overly dependent on a single member of staff, and to become distressed if their usual carer is

occasionally unavailable. However, parents' views on the number of staff providing personal care to their child must also be taken into consideration - some children may simply be unable to cope with more than one carer.

We have policies in place that promote safe recruitment, as well as having sound staff supervision, safeguarding and intimate care procedures; together these ensure that, should a child need consistent care from one member of staff, the child's safety and well-being will not be compromised.

Protecting children

Staff are familiar with guidance from the Hounslow Safeguarding Children's Partnership (formerly the LSCB). The setting's procedures reflect the guidance in *Working Together to Safeguard Children (2020)* and staff are familiar with the *What To Do If You're Worried A Child Is Being Abused* flowchart from this document.

If a member of staff is concerned about any physical changes to a child, such as marks, bruises, soreness etc, they will inform the manager or the setting's designated child protection officer immediately. The procedures set out in the **Safeguarding Children** policy will be implemented.

Should a child become unhappy about being cared for by a particular member of staff, the manager will investigate and record any findings. These will be discussed with the child's parents or carers in order to resolve the issue. If necessary, the manager will seek advice from outside agencies.

If a child makes an allegation against a member of staff, the procedure set out in the **Safeguarding Children** policy will be followed.

Dealing with blood and body fluids

Blood, vomit, urine and faeces will be cleaned up immediately and disposed of safely by double bagging the waste and removing it from the premises. When they are dealing with body fluids, staff will wear personal protective clothing (disposable plastic gloves and aprons) and will wash themselves thoroughly afterwards. Soiled children's clothing will be bagged to go home – staff will not rinse it. Children will be kept away from the affected area until the incident has been dealt with fully.

Staff at Pro Touch SA Setting will maintain high standards of personal hygiene and will take all practicable steps to prevent and control the spread of infection.

Administering Medication Policy

If a child attending Pro Touch SA Setting requires medication of any kind, their parent or carer must complete a **Permission to administer medicine** form in advance. Staff at the Setting will not administer any medication without such prior written consent.

Ideally children should take their medication before arriving at the Setting. If this is not possible, children will be encouraged to take personal responsibility for their medication, if appropriate. If children carry their own medication (eg asthma inhalers), the Setting staff will offer to keep the medication safe until it is required. Inhalers must be labelled with the child's name.

Prescription medication

Pro Touch SA Setting staff will normally only administer medication that has been prescribed by a doctor, dentist, nurse or pharmacist. If a medicine contains aspirin we can only administer it if it has been prescribed by a doctor. All prescription medication provided must have the prescription sticker attached which includes the child's name, the date, the type of medicine and the dosage.

Non-prescription medication

If a child requires a non-prescription medication to be administered, we will consider this on a case-by-case basis after careful discussion with the parent or carer. We reserve the right to refuse to administer non-prescription medication.

Procedure for administering medication

A designated staff member will be responsible for administering medication or for witnessing self-administration by the child. The designated person will record receipt of the medication on a **Medication Log**, will check that the medication is properly labelled, and will ensure that it is stored securely during the session.

Before any medication is given, the designated person will:

- Check that the Setting has received written consent
- Take steps to check when the last dosage was given
- Ask another member of staff to witness that the correct dosage is given.

When the medication has been administered, the designated person must:

- Record all relevant details on the **Record of Medication Given** form
- Ask the child's parent or carer to sign the form to acknowledge that the medication has been given.

When the medication is returned to the child's parent or carer, the designated person will record this on the **Medication Log**.

If a child refuses to take their medication, staff will not force them to do so. The manager and the child's parent or carer will be notified, and the incident recorded on the **Record of Medication Given**.

Specialist training

Certain medications require specialist training before use, e.g. Epi Pens. If a child requires such medication the manager will arrange appropriate training as soon as possible. It may be necessary to absent the child until such training has been undertaken. Where specialist training is required, only appropriately trained staff may administer the medication.

Changes to medication

A child's parent or carer must complete a new **Permission to Administer Medication** form if there are any changes to a child's medication (including change of dosage or frequency).

Long term conditions

If a child suffers from a long-term medical condition the Setting will ask the child's parents to provide a medical care plan from their doctor, to clarify exactly what the symptoms and treatment are so that the Setting has a clear statement of the child's medical requirements.

Illness and Accidents

At Pro Touch SA Setting we will deal promptly and effectively with any illnesses or injuries that occur while children are in our care. We take all practical steps to keep staff and children safe from communicable diseases.

All parents or carers must complete the **Medical Form** when their child joins the Setting, requesting permission for emergency medical treatment for their child in the event of a serious accident or illness.

We will record any accidents or illnesses, together with any treatment given, on an **Incident Record** or **Accident Record** sheet as appropriate, which the parent or carer will be asked to sign when they collect the child.

Pro Touch SA Setting cannot accept children who are ill. If any children are ill when they first arrive at the Setting we will immediately notify their parents or carers to come and collect them. Any children who have been ill should not return to the Setting until they have fully recovered, or until after the minimum exclusion period has expired.

First aid

The Setting's designated First Aider is **Project Manager**. The designated First Aider has a current first aid certificate and has attended a 12 hour paediatric first aid course, which complies with the requirements of Annex A of the EYFS. First aid training will be renewed every three years. To ensure that there is a qualified first aider present and available at all times when the Setting is running, other members of staff will also receive first aid training. We will take into account the number of children and layout of the premises to ensure that first aiders are able to respond quickly to any incident.

The location of the first aid box and a list of qualified first aiders are clearly displayed at the Setting. The designated First Aider regularly checks the contents of the first aid box to ensure that they are up to date, appropriate for children and comply with the Health and Safety (First Aid) Regulations 1981.

The manager will ensure that a first aid kit is taken on all outings and that at least one member of staff on the outing holds a current paediatric first aid certificate.

Procedure for a minor injury or illness

The first aider at the session will decide upon the appropriate action to take if a child becomes ill or suffers a minor injury.

- If a child becomes ill during a session, the parent or carer will be asked to collect the child as soon as possible. The child will be kept comfortable and will be closely supervised while awaiting collection.

- If a child complains of illness which does not impair their overall wellbeing, the child will be monitored for the rest of the session and the parent or carer will be notified when the child is collected.

- If a child suffers a minor injury, first aid will be administered and the child will be monitored for the remainder of the session. If necessary, the child's parent will be asked to collect the child as soon as possible.

Procedure for a major injury or serious illness

In the event of a child becoming seriously ill or suffering a major injury, the first aider at the session will decide whether the child needs to go straight to hospital or whether it is safe to wait for their parent or carer to arrive.

- If the child needs to go straight to hospital, we will call an ambulance and a member of staff will go to the hospital with the child. The staff member will take the child's **Medical Form** with them and will consent to any necessary treatment (as approved by the parents on the **Medical Form**).

- We will contact the child's parents or carers with all urgency, and if they are unavailable we will call the other emergency contacts that we have on file for the child.

- After a major incident the manager and staff will review the events and consider whether any changes need to be made to the Setting's policies or procedures.

- We will notify Ofsted and child protection agencies in the event of any serious accident or injury to a child in our care as soon as reasonably possible and within 14 days at the latest.

- We will notify HSE under RIDDOR in the case of a death or major injury on the premises (e.g. broken limb, amputation, dislocation, etc – see the HSE website for a full list of reportable injuries).

Communicable diseases and conditions

If a case of head lice is found at the Setting, the child's parents or carers will be discreetly informed when they collect the child. Other parents will be warned to check their own children for head lice, but care will be taken not to identify the child affected.

If an infectious or communicable disease is detected on the Setting's premises, we will inform parents and carers as soon as possible.

If there is an incident of food poisoning affecting two or more children looked after at the Setting the Manager will inform Ofsted as soon as possible and within 14 days at the latest.

If there is an outbreak of a notifiable disease at the Setting, we will inform the local health protection unit, HSE under RIDDOR (if appropriate), and Ofsted.

Useful contacts

Health Protection Team (HPT):

PHE North West London Health Protection Team,
61 Colindale Avenue,

London,
NW9 5EQ
phe.nwl@nhs.net; nwlhpt.oncall@phe.gov.uk
Phone: 020 3326 1658
Fax: 020 3326 1654

Ofsted: 0300 123 1231
RIDDOR Incident Contact Unit: 0845 300 99 23

Health and Safety Policy

Pro Touch SA Setting considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times.

The Setting has appropriate insurance cover, including employer's liability insurance and public liability insurance.

Each member of staff follows the Setting's **Health and Safety** policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the Setting
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager.

Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person

The registered person for the setting holds ultimate responsibility and liability for the safe operation of the Setting. The registered person will ensure that:

- They nominate a Health and Safety Officer. The designated health and safety officer is **Pro Touch SA Senior Management Ash Rahman, Mus Turay, Zahid Hossain**
- A copy of the current Health and Safety At work poster is displayed (poster is available here: <http://www.hse.gov.uk/pubns/books/lawposter.htm>)
- All staff receive information on health and safety matters, and receive training where necessary
- The **Health and Safety** policy and procedures are reviewed regularly
- Staff understand and follow health and safety procedures
- Resources are provided to meet the Setting's health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the manager

The Setting's manager is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the Setting during opening hours
- All the Setting's equipment is safely and securely stored
- Children are only allowed in the kitchen if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets.
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our **Risk Assessment** policy.

Security

Children are not allowed to leave the Setting premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities).

During Setting sessions **all external doors are kept locked, with the exception of fire doors which are alarmed**. Staff monitor the entrances and exits to the premises throughout the session.

All visitors to the Setting must sign the **Visitor Log** and give the reason for their visit. Visitors will never be left alone with the children.

Security procedures will be regularly reviewed by the manager, in consultation with staff and parents.

Toys and equipment

All furniture, toys and equipment are kept clean, well maintained and in good repair. We select toys, equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken toys and equipment are disposed of promptly.

We ensure that any flammable equipment is stored safely.

Food and personal hygiene

Staff at Pro Touch SA Setting maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Staff are trained in food hygiene and follow appropriate guidelines.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered.

Dealing with body fluids

Spillages of blood, vomit, urine and faeces will be cleaned up immediately in accordance with our **Intimate Care** policy.

Staffing levels

Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. **A minimum of two members of staff are on duty at any time.**

Food Safety Policy

Pro Touch SA Setting is committed to ensuring that safe and healthy practises around the storage, preparation and service of food are followed at all times. Staff involved in food handling and preparation have to meet high standards of personal hygiene. Any member of staff showing signs of infection or ill health will not be permitted to handle food.

Pro Touch SA Setting follows the guidelines set out in 'Safer Food, Better Business' (FSA) and is registered as a food business with our local authority. We are regularly inspected by Environmental Health to ensure that health and hygiene standards are being met.

All staff involved in food handling have received food handling and hygiene training. When preparing food, staff follow the requirements of current food hygiene legislation, including:

- Always washing hands with antibacterial soap and hot water before and after handling food and using the toilet
- Using clean, disposable cloths
- Using the correct colour coded chopping boards (e.g. red for raw meat)
- Not being involved in food preparation if they are unwell
- Making sure all fruit and vegetables are washed before being served
- Removing jewellery, especially rings, watches and bracelets, before preparing food
- Covering spots or sores on the hands and arms with a waterproof dressing
- Keeping fingernails short, clean, and free from varnish.

Food storage

All foods are stored according to safe food handling practices and at a correct temperature, to prevent the growth of food poisoning organisms and to ensure that food quality is maintained.

Fridge temperatures are checked and recorded on a daily basis as part of our daily environment checks. If there are temperature fluctuations that are not explained by simple user error (e.g. failure to close the fridge properly), a new fridge will be purchased.

Cleaning

- The fridge is cleaned thoroughly, with warm, soapy water, on a weekly basis.
- Food is checked for freshness – anything past the use by date will be disposed of.
- Freezers are defrosted and cleaned once a month.
- All food preparation surfaces are wiped clean after use with anti-bacterial cleaner and disposable cloths.

- All chopping boards are cleaned after use with warm soapy water, anti-bacterial cleaner and then thoroughly rinsed.
- Appropriate controls are implemented to reduce the risk of cross contamination.

Healthy Eating Policy

Pro Touch SA Setting provides healthy, nutritious and balanced food and drinks. Food and drink are safely prepared with regard to the dietary and religious requirements of the children in our care. We ask parents to notify us regarding any special dietary requirements or allergies when they register their child.

Information regarding food allergies is recorded on the Allergy Information Board which is visible to staff whilst food is being prepared.

Pro Touch SA Setting promotes healthy eating and leads by example. Staff responsible for food preparation, handling and storage have received appropriate training.

- We provide suitable healthy snacks for all the children.
- Children are encouraged to develop good eating skills and table manners.
- All children are given plenty of time to eat.
- Where appropriate, children are involved in planning and preparing food and snacks.
- Fresh drinking water is available at all times.
- Fresh fruit is available at all sessions.
- Withholding food is never used as a form of punishment.
- Staff discuss with children the importance of a balanced diet where appropriate.
- The Setting does not regularly provide sweets for children.
- We limit access to fatty or sugary foods.
- Children are never forced to eat or drink anything against their will.

Environmental Policy

Pro Touch SA Setting is committed to the protection of the environment through reducing pollution, emissions and waste.

As part of the induction process, and through staff meetings and training, our staff will be informed about reducing the use of raw materials, supplies and energy.

We raise the children's awareness of environmental issues through discussions, projects and day-to-day activities within the setting.

Children and staff follow the Setting's 'eco code': [modify the following according to your setting]

- We reuse and recycle our waste material, and the recycling bins are easily accessible to staff and children.
- We switch off lights when not in use and fit the lights with energy saving bulbs where possible.
- We turn off electrical equipment at the power source when not in use.
- We turn off taps after use and do not waste water.
- We do not drop litter.
- We plan our outings to minimise vehicle use and use public transport whenever possible.

Manual Handling Policy

Manual handling is one of the major causes of absence through injury in the workplace. At Pro Touch SA Setting we work with our staff, provide training, and undertake risk assessments in order to eliminate hazardous manual handling activities as far as possible.

This policy is written with reference to the *Health and Safety at Work Act 1974*, which places a duty on employers “to ensure so far as is reasonably practicable, the health, safety and welfare of its employees”, and to the *Manual Handling Operations Regulations 1992 (as amended)*.

Procedure

In order to limit the risk of injury from manual handling operations, Pro Touch SA Setting will:

- Eliminate hazardous manual handling activities, as far as is reasonably practicable
- Assess the risks associated with any manual handling activities that cannot be avoided.

The purpose of the risk assessment is to reduce the risk of injury to the lowest possible levels, and should consider:

- The task
- The load
- The individual undertaking the task
- The working environment.

The main manual handling hazard at Pro Touch SA Setting is likely to be the setting-up and clearing-away of equipment. This is unavoidable, but staff should carry out the operation with reference to the guidance given in the manual handling training that we provide. It may be necessary to seek the assistance of an additional member of staff in order to minimise the risk of injury, for example when carrying tables and other heavy or bulky items.

Employee's duties

It is the responsibility of all staff at Pro Touch SA Setting to:

- Comply with any instructions and training provided in safe manual handling techniques
- Not put their own health and safety or that of others at risk by carrying out unsafe manual handling activities

- Report to the Manager any problems which may affect their ability to undertake manual handling activities, including physical and medical conditions (eg pregnancy, back problems).

In summary

- Avoid** Whenever possible, avoid manual handling situations.
- Assess** If avoidance is not possible, make a proper assessment of the hazard and risks.
- Reduce** Reduce the risk of injury by defining and implementing a safe system of work.
- Review** Review your systems regularly, to monitor the overall effectiveness of the policy

Emergency Evacuation/Closure Procedure

Pro Touch SA Setting will make every effort to keep the Setting open, but in exceptional circumstances, we may need to close at short notice.

Possible reasons for emergency closure include:

- Serious weather conditions
- Heating system failure
- Burst water pipes
- Fire or bomb scare/explosion
- Death of a member of staff or child
- Assault on a staff member or child
- Serious accident or illness

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate the Setting, the following steps will be taken:

- If appropriate the manager or session supervisor will contact the emergency services.

- All children will be escorted from the building to the assembly point using the nearest safe exit.

- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.

- A nominated member of staff will check the premises and will collect the register (including emergency contact details) providing that this does not put anyone at risk.

- Before leaving the building the nominated person will close all accessible doors and windows, if it is safe to do so.

- The register will be taken and all children and staff accounted for.

- If any person is missing from the register, the emergency services will be informed immediately.

- The manager will contact parents to collect their children. If the register is not available, the manager will use the emergency contacts list (which is kept off site).

- All children will be supervised until they are safely collected.

● If after every attempt, a child's parent or carers cannot be contacted, the Setting will follow its **Uncollected Child** procedure.

If the Setting has to close, even temporarily, or operate from alternative premises, as a result of the emergency, we will notify Ofsted.

Fire Safety and Risk Assessment

Pro Touch SA Setting understands the importance of fire safety. To this end:

● Staff are aware of the location of all fire exits, the fire assembly point and where fire safety equipment is stored.

● Children are introduced to the fire safety procedures during their settling in period and through regular fire drills.

● Fire drills are conducted at least once a month or whenever new staff or children join the setting.

● All children are shown the location of fire exits and the fire assembly point.

● Fire doors and fire exits are clearly marked, are not obstructed at any time and are easily opened from the inside.

● Fire doors are kept closed at all times but never locked.

● Fire extinguishers, fire alarms and smoke alarms [delete as applicable] are regularly tested in accordance with manufacturer's guidance.

● All fire drills are recorded in the **Fire Drill Log**.

● The Setting has notices explaining the fire procedures which are positioned next to every fire exit.

Fire prevention

The Setting will take all steps possible to prevent fires occurring by:

- Ensuring that power points are not overloaded with adaptors.
- Ensuring that the Setting's No Smoking policy is always observed.
- Checking for frayed or trailing wires.
- Checking that fuses are replaced safely.
- Unplugging all equipment before leaving the premises.
- Storing any potentially flammable materials safely.

In the event of a fire

- A member of staff will raise the alarm and call the emergency services.
- The children will immediately be escorted out of the building to the assembly point using the nearest marked exit.
- No attempt will be made to collect personal belongings, or to re-enter the building after evacuation.
- The premises will be checked by the Fire Safety Officer and the register will be collected, providing that it is safe to do so.
- The Fire Safety Officer will close all doors and windows to prevent the spread of fire when they leave the building if it is safe to do so.
- The register will be taken and all children and staff accounted for.
- If anyone is missing from the register, the emergency services will be informed.
- If the register is not available the manager will use the emergency contacts list (which is kept off the premises) to contact parents or carers.
- If the Fire Safety Officer is not present at the time of the incident, the manager will assume responsibility or nominate a replacement member of staff.

Responsibilities of the Fire Safety Officer

The Setting's Designated Fire Safety Officer is [insert name here]. The Fire Safety Officer is responsible for carrying out the fire safety risk assessment and for ensuring that all staff are made aware of fire safety procedures during their Induction period.

The Regulatory Reform (Fire Safety) Order 2005 requires that a fire safety risk assessment is undertaken for the workplace based on The Department of Communities and Local Government's 5 step guide:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14899/fsra-5-step-checklist.pdf

The risk assessment should cover:

- Identifying potential fire risks
- Identifying people at risk
- Evaluating the risks arising from the hazards identified and the means of minimising those risks
- Recording the hazards, preparing a fire prevention plan and sharing these with other members of staff
- Reviewing the fire safety risk assessment on a regular basis.

The Fire Safety Officer should liaise with the local Fire and Rescue Service for further advice and should ensure that Emergency Contact details are recorded at the front of the register and a copy stored off premises.

Risk Assessment Policy

Pro Touch SA Setting uses its risk assessment systems to ensure that the Setting is a safe and secure place for children and staff. All staff are expected to undertake risk assessments as part of their routine tasks.

In line with current health and safety legislation and the *Statutory Framework for the Early Years Foundation Stage*, the Setting will carry out regular risk assessments and take appropriate action to deal with any hazards or risks identified. It is the responsibility of the manager to ensure that risk assessments are conducted, monitored and acted upon.

Risk assessments will be carried out:

- whenever there is any change to equipment or resources
- when there is any change to the Setting's premises
- when the particular needs of a child necessitates this
- when we take the children on an outing or visit.

Not all risk assessments need to be written down. Staff will decide, in consultation with the manager, which risk assessments need to be formally recorded. However risk assessments related to employment and the working environment will be always be recorded in writing so that staff can refer to them.

If changes are required to the Setting's policies or procedures as a result of the risk assessment, the manager will update the relevant documents and inform all staff.

Daily checks

Before the children arrive at the setting each day, we will complete a daily environment check form/carry out a visual inspection of the equipment and the whole premises (indoors and out). During the course of the session, staff will remain alert to any potential risks to health and safety.

If a member of staff discovers a hazard during the course of a session, they will make the area safe (eg by cordoning it off) and then notify the manager. The manager will ensure that any actions needed to mitigate the immediate hazard have been taken and will implement measures to prevent the incident from recurring.

Recording dangerous events

The manager will record all accidents and dangerous events on the **Incident or Accident Record** sheets as soon as possible after the incident. If the incident affected a child the record will be kept on the child's file. The Setting will monitor **Incident and Accident Records** to see whether any pattern to the occurrences can be identified.

Behaviour Management Policy

Pro Touch SA Setting uses effective behaviour management strategies to promote the welfare and enjoyment of children attending the Setting. Working in partnership with parents, we aim to manage behaviour using clear, consistent and positive strategies, and with adults modelling positive behaviour. The Setting rules are clearly displayed at every session and are discussed regularly.

Whilst at Pro Touch SA Setting we expect children to:

- Use socially acceptable behaviour
- Comply with the Setting rules, which are compiled by the children attending the Setting
- Respect one another, accepting differences of race, gender, ability, age and religion
- Develop their independence by maintaining self-discipline
- Choose and participate in a variety of activities
- Ask for help if needed
- Enjoy their time at the Setting.

Encouraging positive behaviour

At Pro Touch SA Setting positive behaviour is encouraged by:

- Staff acting as positive role models
- Praising appropriate behaviour
- Sticker rewards
- Informing parents about individual achievements
- Offering a variety of play opportunities to meet the needs of children attending the Setting.

It is inevitable that as children develop and learn, there are times when they need support and guidance to understand that their behaviour is not acceptable. Staff at the Setting will try

to determine the cause or triggers of the inappropriate behaviour to prevent the situation from recurring.

Dealing with inappropriate behaviour

- Challenging behaviour will be addressed in a calm, firm and positive manner.
- In the first instance, the child will be temporarily removed from the activity.
- Staff will discuss why the behaviour displayed is deemed inappropriate.
- Staff will give the child an opportunity to explain their behaviour, to help prevent a recurrence.
- Staff will encourage and facilitate mediation between children to try to resolve conflicts through discussion and negotiation.
- If the inappropriate behaviour appears to be as a result of boredom, staff will consult with the child to find activities that more fully engage them.
- Staff will consult with parents to formulate clear strategies for dealing with persistent inappropriate behaviour.
- We will not threaten any punishment that could adversely affect a child's well-being (eg withdrawal of food or drink).

If after consultation with parents and the implementation of behaviour management strategies, a child continues to display inappropriate behaviour, the Setting may decide to exclude the child in accordance with our **Suspensions and Exclusions** policy. The reasons and processes involved will be clearly explained to the child.

Physical intervention

Physical intervention will only be used as a last resort, when staff believe that action is necessary to prevent injury to the child or others, or to prevent significant damage to equipment or property. If a member of staff has to physically restrain a child, the manager will be notified, and an **Incident record** will be completed. The incident will be discussed with the parent or carer as soon as possible.

If staff are not confident about their ability to contain a situation, they should call the manager or, in extreme cases, the police.

All serious incidents will be recorded on an **Incident record** and kept in the child's file. This may be used to build a pattern of behaviour, which may indicate an underlying cause. If a pattern of incidents indicates possible abuse, we will implement child protection procedures in accordance with our **Safeguarding** policy.

Corporal punishment

Corporal punishment or the threat of corporal punishment will *never* be used at the Setting.

We will take all reasonable steps to ensure that no child who attends our Setting receives corporal punishment from any person who cares for or is in regular contact with the child, or from any other person on our premises.

Aggressive Behaviour Policy

Pro Touch SA Setting does not tolerate from any person, whether a parent, carer or visitor: bullying; aggressive, confrontational or threatening behaviour; or behaviour intended to result in conflict. Our Setting is a place of safety and security for the children who attend and for the staff who work here.

Unacceptable behaviour

Unacceptable behaviour includes, but is not limited to, the following:

- Shouting at members of staff, whether in person or over the telephone
- Physically intimidating a member of staff, eg standing too close or blocking their exit
- Using aggressive or abusive hand gestures, eg shaking a fist towards another person
- Any other threatening behaviour, both physical and verbal
- Swearing
- Physical violence: pushing, hitting, slapping, punching or kicking
- Spitting
- Racist or sexist or otherwise abusive comments.

At Pro Touch SA Setting we do not tolerate such behaviour whether it is directed at the staff or at any of the children in our care.

Procedure

If a parent, carer or member of the public behaves in an unacceptable way towards a member of staff or a child attending the Setting, we will take the following steps:

- In order to ensure the safety of the children and to limit possible distress, we will remove them from the vicinity of the incident.

- The manager or senior member of staff will seek to resolve the situation through calm discussion.

- If the individual wishes to make a complaint we will encourage them to follow the Setting's Complaints procedure, or to complain directly to Ofsted if they so choose.

- If the individual continues to behave in an aggressive and intimidating manner, we will insist that they calm down or leave the premises immediately.

- If the individual refuses to calm down or leave the premises, the manager will contact the police without delay.

When the immediate incident has been resolved, the manager and staff will reflect on the incident, and decide whether it is appropriate to ban the individual from the premises for a period of time. The decision will take into account both the seriousness of the incident and whether the individual has behaved aggressively before.

If we decide that a ban is appropriate, we will write to the individual concerned to inform them of the reasons for the ban and its duration.

Anti-Bullying Policy

Pro Touch SA Setting provides a supportive, caring and safe environment in which all children are free from the fear of being bullied. Bullying of any form is not tolerated in our setting, whether carried out by a child or an adult.

Staff, children and parents or carers will be made aware of the Setting's position on bullying. Bullying behaviour is unacceptable in any form.

Any child who is a victim of bullying will be dealt with in a sympathetic manner. If bullying is suspected or reported, the incident will be dealt with immediately by the member of staff informed, and then discussed with the manager. An account of the incident will be recorded in an **Incident log**. All staff will be informed so that close monitoring of the victim and bully can begin. Parents of both parties will be informed.

What is bullying?

Pro Touch SA Setting defines bullying as the *repeated* harassment of others through emotional, physical, psychological or verbal abuse.

- **Physical:** Pushing, scratching, spitting, kicking, hitting, biting, taking or damaging belongings, tripping up, punching or using any sort of violence against another person.

- **Psychological:** Behaviour likely to create a sense of fear or anxiety in another person.

- **Emotional:** Being deliberately unkind, shunning or excluding another person from a group or tormenting them. For example, making another person feel 'left out' of a game or activity, passing notes about others or making fun of another person.

- **Verbal:** Name-calling, put-downs, ridiculing or using words to attack, threaten or insult. For example, spreading rumours or making fun of another person's appearance.

Racial harassment can take any of the forms of bullying listed above but is motivated by the victim's colour, race, nationality, or ethnic or national origins. Incidents of racial harassment will be recorded as such on the **Incident log**. (See our **Equalities Policy** for more information on how we deal with and challenge discriminatory behaviour.)

Preventing bullying behaviour

Staff at Pro Touch SA Setting will foster an anti-bullying culture in the following ways:

- Encouraging caring and nurturing behaviour
- Discussing friendships and encouraging group and team play
- Encouraging children to report bullying without fear
- Discussing the issues surrounding bullying with the children, including why bullying behaviour will not be tolerated
- Exploring the consequences of bullying behaviour with the children.

Responding to bullying behaviour

Pro Touch SA Setting acknowledges that despite all efforts to prevent it, bullying behaviour is likely to occur on occasion. When such incidents occur, the Setting will follow the procedure outlined below:

- We will address all incidents of bullying thoroughly and sensitively.
- Victims of bullying will be offered the immediate opportunity to discuss the matter with a member of staff who will reassure the child and offer support.
- They will be reassured that what they say will be taken seriously and handled sympathetically.
- Staff will support the individual who has been bullied, keeping them under close supervision, and checking their welfare regularly.
- If another child witnesses bullying and reports this, staff will reassure them that they have done the right thing. Staff will then investigate the matter.
- If a member of staff witnesses an act of bullying, involving children or adults at the setting, they will inform the manager.
- Children who have bullied will be helped by discussing what has happened, establishing why the child became involved. Staff will help the child to understand why this form of behaviour is unacceptable and will encourage him/her to change their behaviour
- If the bullying persists, the parents will be informed, and we will work with them to try to resolve the issues.
- If this fails to stop the bullying, more serious actions may have to be taken, as laid out in the **Suspensions and Exclusions** policy.
- All incidents of bullying will be reported to the manager and will be recorded on an **Incident Log**. The manager and other relevant staff will review the Setting's procedures in respect of bullying, to ensure that practices are relevant and effective.

Child Induction Policy

When children first join Pro Touch SA Setting they will be allowed to settle in at their own pace.

We encourage parents or carers to visit the premises with their children shortly before they are due to start. This gives the children the opportunity to look around the Setting and ask any questions. It also gives parents the opportunity to complete the necessary paperwork for registration with the Setting if this has not yet been done.

If necessary, parents or carers may stay with their children during the first week to help them settle in.

Induction for new children

- The new child will be introduced to all members of staff and informed about any other regular visitors to the Setting.
- EYFS children and their parents will be introduced to their key workers.
- The Setting's activities, rules and routines, such as snacks, signing in and signing out, will be explained.
- The child will be shown around the Setting and told where they can and cannot go.
- The fire evacuation procedure and the locations of all fire exits will be explained.
- The child will be introduced to the other children at the Setting and allocated a 'buddy' who will assist them with finding their way around and involving them in activities.
- Staff will keep a close eye on the new child and will ensure that they are happy, engaged and feel secure in the Setting environment.

If a child seems to be taking an unusually long time to settle in, this will be discussed with their parents or carers to see what can be done to make the transition easier.

Play Policy

All children are entitled to play; it is intrinsic to their quality of life and an important part of how they learn and enjoy themselves.

According to the *Statutory Framework for the Early Years Foundation Stage (2017)*, “Play is essential for children’s development, building their confidence as they learn to explore, to think about problems, and relate to others. Children learn by leading their own play and by taking part in play which is guided by adults.”

At Pro Touch SA Setting we recognise the importance of play to a child’s development and follow the Playwork Principles. As play workers we support and facilitate play, and do not seek to control or direct it. We will never force children to participate in play but allow children to initiate and direct the experience for themselves.

Facilitating play

We support and facilitate play by:

- Providing an environment which is safe and suitable for playing in.
- Setting up the Setting so that activities are ready before the children arrive.
- Providing a range of equipment, resources and activities on a daily basis, and keeping a record of these to ensure that varied play opportunities are offered
- Encouraging children to request additional or alternative equipment as they choose, and if a request has to be refused, explaining why.
- Not expecting children to be occupied at all times.
- Making outdoor play available every day, unless the weather is particularly bad.
- Involving children in planning activities, to reflect their own interests and ideas.
- Planning activities that enable children to develop their natural curiosity and imagination.

- Allowing children freedom of creative expression, particularly in artistic or creative play.
- Intervening in play only when necessary: to reduce risks of accident or injury, or to encourage appropriate social skills.
- Warning children in advance when an activity or game is due to end.

Play areas and equipment

- All indoor and outdoor play areas are checked and risk assessed daily before the children arrive in accordance with our **Risk Assessment** policy.
- The Setting keeps an inventory of resources and equipment, which is updated regularly and reviewed to identify where any additional resources are required.
- Children are involved in selecting additional equipment and resources for use at the Setting.
- The resources used at the Setting promote positive images of different ethnic backgrounds, religions, and abilities, in line with our **Equalities** policy.
- The Setting has a selection of fiction and non-fiction books, suitable for all age ranges.

Participation Policy

At Pro Touch SA Setting we believe that actively promoting the participation of children in the decision-making process creates a sense of partnership and benefits everyone at the Setting: children, staff and parents. We therefore involve the children whenever decisions are made that affect them.

We follow the principles set out in Articles 12 and 13 of the *United Nations Convention on the Rights of the Child* which state that:

- A child's opinion should be taken into account in anything that affects them.
- Children should have information disseminated in a way that enables them to make choices and decisions.

Involving and consulting children helps them to develop new skills such as negotiation, sharing, and understanding the perspectives of others. It helps them to understand how decisions are made, and shows them that their opinions are important. At the Setting we actively consult the children and encourage them to participate in making decisions about the running of the Setting through:

- Asking questions and paying full attention to the child's response, listening to what they are saying verbally (or through use of visual aids) and also observing their body language
- Group discussions
- Regular questionnaires and gathering other feedback on activities
- Noticeboards
- Regular Setting Council meetings, between children and staff

The age and maturity of each child, together with the type of the decision being made, determine the extent and nature of their involvement, however, the basic assumption is always that children will be involved.

We make sure that we act on any consultation with the children so that they can see that their input has had visible outcomes. If children suspect that the consultation is just window-dressing they will disengage from the process.

At the Setting the children have the opportunity to participate and make decisions on a day-to-day basis, including, but not limited to:

- Choosing freely what type of play to engage in
- Choosing what snacks to eat, as well as when and where to eat them
- Preparing snacks themselves
- Selecting new equipment for the setting
- Drawing up setting rules
- Using our resource library to select toys or activities that are not already set out
- Using our suggestion box to request new resources, activities or other changes
- Activity planning
- Conducting risk assessments

Arrivals and Departures

Pro Touch SA Setting recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Setting, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

Escorting children to the Setting

- The Setting and school have a clear agreement concerning the transfer of responsibility for children's safety.

- We have risk assessed the route used to escort children to the Setting and review it regularly.

- The school and the Setting keep an identical register of children who require escorting between locations which is updated daily.

- Pick up and collection will be from the Setting location such as school, youth centre etc as highlighted in induction / welcome briefing to all parents, guardians and carers.

- Two members of staff will escort the children from school to the Setting.

- If a child is booked into the Setting but is not at the collection point, we will check whether the child was present at school that day. If the whereabouts of the child is not

known, staff will immediately inform the designated contact at the school and ask the school to implement its **Missing Child** policy.

Arrivals

Our staff will greet each child warmly on their arrival at the Setting and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection.

- Children are collected by an adult who has been authorised to do so on their registration form.

- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform the Setting in advance and provide a description of the person and a password that they will use. If the manager has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation.

- The parent or carer must notify the Setting if they will be late collecting their child. If the Setting is not informed, the **Uncollected Children** policy will be followed.

- Children over the age of eight will only be allowed to leave the Setting alone at the end of the session if the Setting has discussed this with the child's parents and has received their written consent.

- Children below the age of eight will not be allowed to leave the Setting unaccompanied.

Absences

- If a child is going to be absent from a session, parents must notify the Setting in advance.

- If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police.

- The Setting will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Safe Internet Use

Pro Touch SA Setting recognises that the internet is a useful resource for both staff and children, for purposes of research, homework and entertainment. However, it must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with the EYFS safeguarding and welfare requirements and the Prevent Duty.

Parental permission

Children will only be allowed to access the internet at the Setting if their parent or carer has given written permission.

Guidelines for children

A printed copy of the **SMART** guidelines are kept next to the computer. The guidelines are explained to any children wishing to access the internet:

- **Safe:** Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- **Meeting:** Never agree to meet anyone you have only met online unless your parent or carer is with you.
- **Accepting:** Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- **Reliable:** Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- **Tell:** Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable.

Protecting children

We have put in place the following safeguards to keep children safe whilst accessing the internet on the Setting's computers:

- A risk assessment has been undertaken.
- Parental controls have been activated on all computers accessible to children:
 - Google SafeSearch Filtering is turned on
 - YouTube Restricted Mode is set to on

- The computers are located so that the screens can easily be seen from the rest of the room.

- Staff keep a close eye on children and the sites that they are accessing when they use the internet.

- The computers have an up to date virus checker and firewall installed.

- The computers' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact.

If, despite the safeguards the Setting has put in place, a child encounters harmful material on the internet, or receives inappropriate messages, or experiences online bullying, whilst using the Setting's computers, the manager will be informed and the incident will be noted on an **Incident Record** in the child's file. The child's parent will be asked to sign the **Incident Record**. The manager will investigate how to prevent a reoccurrence of the incident.

If staff at the Setting become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a **Logging a concern** form and refer the matter to the Setting's designated Child Protection Officer in accordance with our **Safeguarding Children Policy**.

Mission Statement

Pro Touch SA Setting aims to provide high quality childcare within a warm and welcoming environment. The individuality of each child in our care will be respected and nurtured.

Aims and objectives

Pro Touch SA Setting aims to:

- Offer an inclusive service, accessible to all children in the community
- Ensure each child feels happy, safe and secure, allowing them to learn and develop freely in a play centred environment
- Encourage children to take responsibility for themselves and their actions
- Encourage children to develop positive attitudes and respect for themselves and others, in an environment free from bullying and discrimination
- Provide a wide range of resources and equipment which can be used under safe and supervised conditions
- Offer a programme of activities which meets the needs of each child, promoting their physical, intellectual, emotional and social development, enabling them to become confident, independent and co-operative individuals
- Work in partnership with parents to provide high quality play and care

- Review and evaluate our services to ensure that we continue to meet the needs of children in our care and those of their parents or carers
- Keep parents and carers informed about changes in the administration of the Setting and to listen and respond to their views and concerns
- Communicate effectively with parents and carers, and to discuss experiences, progress and any difficulties that may arise
- Employ experienced, well trained staff and offer them appropriate support
- Comply with the Children's Act 1989, the Childcare Act 2006, and all other relevant legislation
- Work in partnership with [London Boroughs of Barnet, Bromley, Bexley, Camden, Croydon, Enfield, Hillington, Hounslow, Islington, Southwark, Lambeth, Lewisham, Westminster](#)

Involving Parents and Carers Policy

At Pro Touch SA Setting we recognise the importance of working in partnership with parents and carers to ensure that every child is happy, healthy and safe whilst in our care.

We therefore aim to keep parents and carers fully informed of policies, events and activities at the Setting, by sharing information with them, answering questions and addressing any concerns, and by encouraging them to participate in the life of the Setting.

We do our best to keep parents informed about the Setting by:

- Inviting parents to visit the Setting before their children start.
- Giving all parents access to a digital copy **Setting Handbook** which outlines how the setting operates and includes contact details. We also give parents a copy of our **Behaviour Management** policy.
- Notifying the parents of their child's key person when they start at the Setting.
- Making all of our policies available at the Setting for parents to consult whenever they like.
- Producing a regular newsletter, email bulletins to keep parents, members up to date with news, events, new staff, changes to fees, etc

We actively welcome parents and invite their input into the Setting in the following ways:

- We collect information from parents which will help their child to settle at the setting (via the **Registration** and **Medical** forms and, for EYFS children, the **All About Me** booklet).
- We involve parents in settling their children in at the Setting (in accordance with our **Child Induction** policy).
- We consult fully with parents to establish the care requirements for children with additional needs.
- We greet all parents when they arrive to collect their children, and exchange any relevant information (eg any accidents, participation in today's activities, etc).

- We can be contacted at all times, even out of Setting hours, via telephone and email (see our **Setting Handbook** for contact information).
- We conduct a regular satisfaction, survey of parents, members and children at the Setting to gain regular feedback.
- We encourage parents to volunteer, share specialist skills/knowledge, help on outings, etc.
- All of our staff wear name badges / uniforms so that children and parents can easily identify them.
- We obtain parental permission for outings, photographs, applying sun cream, etc.
- We can arrange for parental discussions with staff outside of Setting hours if necessary.
- We respect parents' input and opinions by responding promptly and appropriately to any complaints, in line with our **Complaints** policy.

Admissions and Fees Policy

Pro Touch SA Setting is due to be registered with Ofsted (we are in the process in applying); our registration number is **TBC**. We provide care for 1000 plus children and young people.

Places are offered on a **first-come first-served** basis. When all places have been filled, a waiting list will be established, with the following order of priority:

1. Siblings of children already attending the setting
2. Those requiring the greatest number of sessions/hours per week
3. Children of [partner schools we are operating in] such as Lucas Vale, William Tyndale, Southwark Park, Christopher Hatton, Netley, Gospel Oak Primary Schools, Southwark/Islington City of London Academy and others
4. Children living in the area attending other schools
5. Sibling of children who live in the area attending other schools

Registration

When an enquiry regarding places is made, parents or carers will be given all the relevant Setting information, including:

- Information regarding availability of places
- Details of the **Admissions and Fees** policy
- Registration form, medical form, parent contract, booking form, privacy notice, photo permission form
- **Behaviour Management** policy
- **Complaints** policy
- **Setting Handbook**

If a place is available, the parents and child will be invited to visit the setting for an induction. The child will be able to attend the Setting as soon as the completed forms are received.

If no places are available, the parent will be informed and the child's name added to the waiting list. As soon as suitable places become available parents will be informed.

Booking procedure

Parents must complete the necessary paperwork, i.e. contract, registration, medical, privacy notice, booking and photo permission forms, before their children can attend the setting.

- **Permanent place:**

Once booked, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

- **Temporary booking:**

We will accept temporary or occasional bookings as long as there are places available. If a temporary place has been booked and is no longer required, the setting must be given 48 hours notice. If notice is not given, the place will still be charged for.

Fee structure

Fees are charged at £15-20 per child

The Pro Touch SA Setting recognises that childcare can be costly, so we encourage eligible parents or carers to claim the childcare element of the Working Tax Credit/Universal Credit.

- Fees are payable weekly/monthly/termly in advance
- Fees can be paid by electronic transfer, cash or direct debit
- There is a charge of £10 for late collection, which will be added to the next invoice
- Fees are charged for booked sessions whether the child attends or not
- We offer a 10-20% discount for siblings

Payment of fees

Fees are reviewed annually. The Setting will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the manager at the earliest opportunity. Any queries regarding fees should be directed to the manager.

If fees are not paid, the Setting will write to the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they arrange a meeting with the manager as soon as possible.

Where there is no explanation for repeated late payment, the manager will contact the parents or carers to discuss payment options. The manager may issue a formal warning to the parent or carer informing them that continued late payment will result in their child's place at the Setting being withdrawn.

If the fees remain unpaid after all the above options have been explored, the Setting may have to cancel the child's place.

Visitors Policy

Pro Touch SA Setting is committed to providing a safe and secure environment for the children in our care. When we have visitors to our setting we need to ensure that this will not have a detrimental effect on the children and that the person in question has a valid reason for visiting the setting.

Accordingly, when a visitor arrives at the setting we will follow the procedure set out below:

- All visitors to the Setting must sign the **Visitor Log**.
- The identity of the visitor will be checked and this will be recorded on the **Visitor Log**.
- If staff require further reassurance of the identity of the visitor, they will phone the employing organisation of the visitor, eg Ofsted, Local Authority, Environmental Health Department, etc, for further confirmation. If this is not possible, staff will seek the advice of the Setting Manager.
- The reason for visit will be recorded.
- **Visitors will never be left alone or unsupervised with the children.**
- If a visitor has no reason to be on the Setting's premises staff will escort them from the premises.
- If the visitor refuses to leave, staff will call the police. In such an event an **Incident Record** will be completed and the manager will be immediately notified.
- When a visitor leaves the premises, we will record the time of departure on the **Visitor Log**.

Safe Recruitment Policy

We use safe recruitment practices to ensure that all people working with the children in our care are safe and qualified to do so. When recruiting paid staff or volunteers we will follow the procedures set out below.

Advertising the vacancy

We will advertise all vacancies, and any job advertisements will include a statement about our commitment to safeguarding children.

Initial enquiry

Upon enquiring about a vacancy, we will send potential candidates:

- a job description
- a person specification
- an application form
- a copy of the Setting's **Safeguarding Children** policy.

The application form includes:

- instructions that the application form must be completed by hand
- a declaration that all information is correct
- a section under the Rehabilitation of Offenders Act that asks if the applicant has been awaiting a verdict, convicted, or cautioned or received a court order or final warning for any offence that may affect their suitability for working with children

- contact details of two referees one of which should be the last employer; (if this is the candidate's first job, their course tutor is a suitable alternative) a request for the

All applicants must submit a hand-written application form by the closing date. We will only accept CVs if they are accompanied by our standard application form completed as required.

Interview procedure

We will notify all candidates selected for the interview by letter. All candidates will be asked to bring to the following items to the interview:

- passport, driving licence or birth certificate proof of identity, eg
- recent utility bill (not mobile phone) or bank statement proof of address, eg
- qualifications, ie the relevant certificates proof of
- nationals, proof of the right to work in the UK for non-British

The interview will be conducted by at least two interviewers. All candidates will be asked the same set of questions. We will then ask additional questions about any other issues that arise from their application form. For example, the interviewers will follow up on any gaps in the candidate's employment history rigorously and ensure that they are satisfied with the explanation given, undertaking additional checks if necessary.

All candidates will also be asked to participate in a session with the children for an hour so that they can be observed interacting with the staff and children. When we have interviewed and observed all candidates, we will make our final selection.

Appointing a new member of staff

When we have selected the successful candidate, we will:

- send the candidate a written offer, which will clearly state that it is subject to the receipt of suitable references, full sight of a satisfactory enhanced DBS certificate and their written confirmation that they are not disqualified from working with children.
- contact both referees for a reference, including asking them if they have any child protection concerns about the candidate.
- initiate an enhanced DBS check for the candidate, or if the candidate is subscribed to the DBS Update Service, review their current DBS certificate and check their status online
- ask the candidate to complete a health questionnaire
- notify any unsuccessful interviewees.

We will also take photocopies of the new member of staff's qualification certificates and proof of identity and keep these on file.

When a new member of staff starts work we will give them:

- our terms and conditions, and get them to sign their contract; a copy of their contract will be kept on file

all our Setting policies, and ensure that they sign a policy confirmation form to confirm that they have read and understood them; the signed form will be kept on file.

We will conduct a full induction and orientation programme with all new members of staff as set out in our **Staff Induction policy**.

Disqualification

The Setting cannot employ staff or volunteers who have been convicted of an offence or have been subject to an order that disqualifies them from registration under section 75 of the Childcare Act 2006. All new staff must sign a declaration that they are not disqualified when they commence employment, and all existing staff must sign the declaration annually to confirm that their status has not changed. If a member of staff becomes disqualified during their employment with us, we will terminate their employment and notify Ofsted.

DBS checks

We will obtain enhanced DBS disclosures for all staff, students and volunteers who will work unsupervised with the children on a regular basis, or who have access to children's information, If candidates have subscribed to the DBS Update Service we will carefully review their current DBS certificate and then check their status online. If there has been a change in their status since their last DBS certificate was issued we will obtain a new DBS disclosure for them. Additional criminal records checks will be made for anyone who has lived abroad.

New staff will only be allowed to work unsupervised with children when we have had full sight of a satisfactory DBS certificate for them.

If we decide to allow a new member of staff to begin work pending the completion of their DBS check, we will complete a written risk assessment first and they will *not be allowed unsupervised access* to the children until we have seen and reviewed their DBS certificate.

When we appoint a member of staff we will keep a record of the date and number of their DBS disclosure on our **Central DBS Record**. We will update the DBS checks for all staff every 3 years.

DBS checks with any recorded information

If the DBS check returns showing criminal records information relating to harm to children or young people, violence, sexual assault, child sexual abuse images, terrorism offences, or anything else that might indicate they are unsuitable to work with children, the Manager will firstly check the list of offences that automatically disqualify a person from working with children under the terms of the Childcare Act 2006.

The Manager may seek further advice from social care or the LADO (Local Authority Designated Officer) if they are unsure whether the disclosed offence is on the list of disqualifiable offences.

If the candidate's offences disqualify them from working with children then the offer of employment will be withdrawn.

If the offence shown on the disclosure is not on the list of disqualifying offences but still gives cause for concern, for example offences relating to theft or fraud or anything else that might pose a risk to the integrity of the Setting, the Manager may choose to seek further advice (eg from UNLOCK or NACRO) to help inform their decision.

Where the offences are more minor and where children are unlikely to be at risk of harm, the Setting will decide on a case by case basis whether to confirm the appointment. This decision will be subject to undertaking a risk assessment of the applicant's criminal record. This will include giving the applicant the opportunity to provide an explanation for the offences, as well as the circumstances at the time. We will assess the applicant's attitude to their offences, and whether they would act differently now.

In all cases we will discuss any matter revealed on a DBS certificate with the applicant before withdrawing the conditional offer of employment.

Immigration status

The management is aware of Asylum and Immigration Act requirements and will check the eligibility of all new starters to work in the UK. Candidates are expected to provide documents confirming their status, usually a driving licence, passport, and NI number.

Equality Act 2010

At all points during the recruitment process, we will comply with the Equality Act 2010 to ensure the fair and equal treatment of practitioners of different gender, race, and sexual orientation etc.

Contact information

NACRO: <https://www.nacro.org.uk/>

UNLOCK: <http://recruit.unlock.org.uk/>

Staff Induction and Development

Each new member of staff at Pro Touch SA Setting receives a copy of all of the Setting's policies and procedures. Within the first month of their employment, the manager will discuss the practical implications of the Setting's policies and procedures with them. The new staff member will sign the **Policy Confirmation Slip** to confirm that they have read and understood the Setting's policies.

All new staff will receive induction training which will include:

- Introduction to their colleagues, children and parents or carers
- Tour of the premises including: identification of all fire exits, location of first aid kit and fire safety equipment, and information about the emergency evacuation procedures; outside play areas, fire assembly points, collection points at the school, route from the school to the Setting etc, and identification of any known hazards

- Thorough briefing on our Safeguarding, Equalities and Data Protection policies and procedures.
- Location of Setting records and documentation, storage, toilets etc
- Overview of all aspects of the day-to-day management and running of the Setting
- Explanation of the Setting's obligation to comply with the Early Years Foundation Stage (EYFS)
- Explanation of the processes for appraisals, training and development, booking holidays, sickness absence, staffing rota, etc.

Development and training

To ensure that staff development needs are being met, and that staff training and qualifications are meeting the requirements of the Setting and the EYFS, we provide all our staff with:

- a thorough induction process
- a system of regular appraisals and reviews
- opportunities for training and professional development.

We also keep an up to date record of staff qualifications and maintain a training development plan.

Appraisals and reviews

The manager will hold an annual appraisal meeting with individual staff. The appraisal will reflect on progress and challenges over the previous year and identify current knowledge and skills, areas for future development and potential training needs.

The manager will hold quarterly reviews with staff to monitor their professional development and their progress with regards to the targets set, and issues raised, during their annual appraisals.

Training

The manager will identify and promote suitable training courses for staff so that they can expand their professional development and keep their knowledge of childcare and playwork issues up to date. Staff are expected to attend training courses as and when requested by their manager.

Staff meetings

Staff meetings provide a forum in which staff can share information, solve problems and raise work issues. Staff meetings are held every month, and weekly for school holiday programmes.

Social Media Policy

Pro Touch SA Setting recognises that many staff enjoy networking with friends and family via social media. However we have to balance this against our duty to maintain the confidentiality of children and parents attending our Setting, as well as ensuring that our good reputation is upheld. Staff must remember that they are ambassadors for our Setting both within and outside of working hours and are expected to conduct themselves accordingly when using social media sites.

This policy covers (but is not limited to) social media platforms such as:

- Twitter
- Facebook
- YouTube
- Tumblr
- Instagram
- TikTok
- Personal blogs and websites
- Comments posted on third party blogs or websites
- Online forums

Social media rules

When using social media sites, staff must not:

- Post anything that could damage our Setting's reputation.
- Post anything that could offend other members of staff, parents or children using our Setting.
- Publish any photographs or materials that could identify the children or our Setting.
- Accept invitations from parents to connect via social media (eg friend requests on Facebook) unless they already know the parent in a private capacity.
- Discuss with parents any issues relating to their child or our Setting. Instead invite the parent to raise the issue when they are next at the Setting, or to contact the Manager if the matter is more urgent.

Any member of staff who posts content or comments that breach confidentiality or which could harm the reputation of our Setting or other staff members, or who publishes photographs of the setting or children, will face disciplinary action in line with our **Staff Disciplinary policy**.

General cautions for using social media

When using social media in any context it is wise to bear in mind the following points:

- No information published via the internet is ever totally secure; if you don't want information to become public, do not post it online.
- Once an image or information is in the public domain, it is potentially there forever – Google never forgets!

Smoking, Alcohol and Drugs

Smoking

Smoking is not permitted anywhere on the premises of Pro Touch SA Setting, including outside play areas. This rule applies to everyone including staff, people collecting children or any other visitors.

If we discover that a child has cigarettes in their possession while at the Setting, we will confiscate the cigarettes and notify their parent or carer at the end of the session.

Alcohol

Anyone who arrives at the Setting clearly under the influence of alcohol will be asked to leave immediately. If they are a member of staff, disciplinary procedures will follow.

If we discover that a child has alcohol in their possession while at the Setting, we will confiscate it and notify their parent or carer at the end of the session.

Staff are asked not to bring alcohol onto the Setting's premises.

Drugs

Anyone who arrives at the Setting clearly under the influence of illegal drugs will be asked to leave immediately. If they are a member of staff, serious disciplinary procedures will follow.

If we discover that a child has illegal drugs in their possession while at the Setting, we will inform their parent or carer.

If a member of staff is taking prescription drugs that may affect their ability to function effectively, they must inform the manager as soon as possible and seek medical advice. The manager will then complete a risk assessment. Staff medication on the premises will be stored securely and out of reach of children at all times.

Safeguarding children

All members of staff have a duty to inform the Setting manager and the designated Child Protection Officer (CPO) if they believe that a parent or carer is a threat to the safety of a child due to their being under the influence of alcohol or illegal drugs when they drop off or collect their child. The manager and CPO will decide upon the appropriate course of action.

If a parent or carer is clearly over the alcohol limit, or under the influence of illegal drugs, staff will do their utmost to prevent the child from travelling in a vehicle driven by them. If necessary, the police will be called.

Staff Behaviour Policy

Pro Touch SA Setting expects all members of staff to follow our **Staff Behaviour Policy**, which sets clear guidance on the standards of behaviour required from our staff and volunteers. The guidance aims to encourage staff to meet the highest possible standards of conduct. Setting staff are in a position of trust and influence as role models for the children in their care, and as such must demonstrate behaviour that sets a good example to all users of the setting.

Setting staff also have a responsibility to maintain their reputation and the reputation of the Setting, both during and outside of working hours.

Behaviour

Our staff team are ambassadors for Pro Touch SA Setting and we expect them to conduct themselves professionally at all times. Staff should treat anyone attending the Setting (children, parents/carers and visitors) courteously and with respect.

We expect staff to value all the children as individuals and to comply with the Setting's **Equalities policy** at all times.

Swearing and abusive behaviour are not tolerated from anyone at the Setting. If any member of staff exhibits such behaviour they will be subject to the Setting's disciplinary procedures.

For more details see our **Aggressive Behaviour policy** and **Staff Disciplinary policy**.

Dress code

Whilst working at Pro Touch SA Setting staff will need to help to set up and pack away the setting, prepare food, facilitate craft activities and engage in physical activities with the children. The clothing and footwear worn should be chosen accordingly, taking into account comfort, health and safety, and practicality. Revealing or excessively tight clothing is not acceptable.

Whilst on duty all staff should wear the approved Setting Hoodie / Sweatshirt / T shirt / Tracksuit / Padded Jacket / colours / name badge at all times.

Confidentiality and social media

Staff must not pass on any information about children attending the Setting, or their parents and families, to third parties without their permission. The only exception to this rule is information sharing with specific external agencies if there is a safeguarding issue. ('Third parties' includes other parents, friends, other children at the Setting, the press, etc.)

Posting any material relating to the Setting or its users on social media sites (unless *expressly* permitted by the Manager) is forbidden. Any staff who breach this rule will face disciplinary action.

See our **Data Protection policy**, **Social Media policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

Use of mobile phones and cameras

Staff personal mobile phones must be kept in the cupboard, staff room during working hours.

If a member of staff needs to make an urgent personal call they can use the Setting phone or make a personal call from their mobile in the [a permitted area, eg staff room or out of site of children and young people].

If a member of staff has a family emergency or similar and needs to keep their mobile phone to hand, they must obtain prior permission from the Manager or Deputy.

Staff may only use the setting camera to take photographs of children at the Setting, except with the express permission of the Manager.

Staff must **never** use their personal mobile phones or cameras to take photographs at the Setting during working hours. Doing so will be considered gross misconduct and may result in instant dismissal.

See our **Mobile Phone policy**, **Safeguarding policy** and **Staff Disciplinary policy** for more details.

Smoking, alcohol and drugs

Staff are not permitted to smoke anywhere on the Setting premises, including the outside play areas.

Staff are not permitted to bring alcohol or illegal drugs onto the Setting premises. If a member of staff arrives at work under the influence of alcohol or drugs they will be asked to leave immediately and disciplinary action will be taken.

If a member of staff is taking prescription drugs which might affect their ability to function effectively, they must inform the Manager immediately.

Any prescribed medication needed by a staff member whilst at the Setting, must be stored safely in the staff room out of reach and sight of the children attending the Setting.

See our **Smoking, Alcohol and Drugs policy** for more details.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include, but are not restricted to:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The Manager will investigate the alleged incident thoroughly before any decision to dismiss is made. For full details see our **Staff Disciplinary policy**.

Staff Disciplinary Procedure

Pro Touch SA Setting aims to have a team of well-motivated, highly skilled and professional staff. However, should the behaviour or performance of a member of staff fall below the high standards that we expect we will follow the procedure set out below.

Staff will not be dismissed for a first breach of discipline except in the case of gross misconduct.

Staff have the right to appeal at all stages of the procedure and this will be confirmed within the warning or dismissal letter. The member of staff will have the opportunity to ask questions and answer allegations and has the right to be accompanied by a colleague or union representative to disciplinary meetings.

Minor offences

The manager will try to resolve the matter by informal discussions with the member of staff. If this does not resolve the problem, the formal disciplinary procedure will be followed.

Formal disciplinary procedure

The stages of the formal disciplinary procedure are:

1. Formal verbal warning
2. First written warning
3. Second written warning
4. Dismissal

Disciplinary meetings

For each stage of the procedure the manager will hold a disciplinary meeting with the member of staff to explore the misconduct or performance issue, and, if still applicable following the discussion at the meeting, will then issue the appropriate type of warning (or dismissal notice).

Before the meeting

Before each disciplinary meeting the manager will write to inform the member of staff of the date and purpose of the meeting, of the specific disciplinary issue to be discussed, and of their right to be accompanied by a colleague or union representative.

After the meeting

Following each disciplinary meeting the manager will write to the member of staff to confirm:

- that a verbal, first written or final written warning has been issued (depending on the stage of the disciplinary process)
- what the warning was for
- what improvement in conduct or performance is expected and within what timescale
- the consequences of further misconduct or lack of performance
- how long the warning will be kept on file
- how they can appeal against the decision.

Keeping notes of warnings

Notes of warnings will be kept in the staff member's personnel file as follows:

- **Formal verbal warning:** A note of the warning will be kept on file, but will be disregarded after six months if their performance or conduct is satisfactory.

- **First written warning:** A copy of the warning will be kept on file, but will be disregarded after 12 months if their performance or conduct is satisfactory.

- **Final written warning:** A copy of the final written warning will be kept on file, but will be disregarded after 24 months if the performance or conduct of the member of staff remains satisfactory.

Dismissal

If, during the period of the final written warning, there is a further breach of Setting rules, or if the member of staff's performance has still not improved, dismissal will normally result. The organisation of the final disciplinary meeting at which this decision is made is the same as described above for the earlier disciplinary meetings.

Immediately after the final disciplinary meeting the manager will write to the member of staff to confirm:

- that at the disciplinary meeting it was decided that their conduct/performance was still unsatisfactory and that they will be dismissed
- why they are being dismissed
- when their last day of service will be
- how they can appeal against the decision.

If the decision was taken not to dismiss the member of staff, this must also be confirmed in writing.

Gross misconduct

Staff will be dismissed without notice if they are found to have committed an act of gross misconduct. Examples of gross misconduct include:

- Child abuse
- Failing to comply with health and safety requirements
- Physical violence
- Ignoring a direct instruction given by the manager
- Persistent bullying, sexual or racial harassment
- Being unfit for work through alcohol or illegal drug use
- Theft, fraud or falsification of documents
- Being disqualified under the terms of the Statutory Framework for the Early Years Foundation Stage (Section 75 of the Childcare Act 2006) or the Children's Act 1989.

The manager will investigate the alleged incident thoroughly before any decision to dismiss is made.

Referral to Disclosure and Barring Service

If a member of staff is dismissed (or would have been dismissed if they had not left the setting first) because they have harmed a child or put a child at risk of harm, we will make a referral to the Disclosure and Barring Service.

Notification to Ofsted

The Setting will notify Ofsted if a member of staff becomes disqualified, or if any significant event occurs which is likely to affect their suitability.

Appeals

A member of staff wishing to appeal against a disciplinary decision must do so in writing, stating the grounds for the appeal, and within five working days of being informed of the decision. A meeting to hear the appeal will be set up no more than ten working days later. The member of staff has the right to be accompanied to the appeal hearing.

Where possible, **the registered person, or a member of the management committee or a senior member of staff** who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision. Within ten working days of the appeal hearing, the **manager / chair of the committee /** will inform the member of staff in writing of the outcome of the appeal hearing.

Staff Grievance Policy

At Pro Touch SA Setting, we aim to have a team of well-motivated, highly skilled and professional staff. However, there may be times when a member of staff has issues or concerns about their working conditions or other aspects of their employment at the Setting. When such issues arise we encourage staff to discuss them with the manager as soon as possible so that they can be quickly resolved. Grievances left unaided lead to unmotivated staff and a poor working environment.

All members of staff have the right to raise a grievance about issues that arise from their work within the Setting and affect them as an individual, and should follow the procedures set out in this policy.

If the concerns relate to safeguarding issues, the staff member should follow the procedure set out in our **Safeguarding policy**. If the concerns relate to malpractice or wrongdoing with

regards to the running of the Setting, the staff member should follow the procedure set out in our **Whistleblowing policy**.

Stage 1: Informal grievance procedure

In the first instance the member of staff should raise the issue with the manager. If the grievance is a relatively minor one, the manager will try to resolve the matter through informal discussions.

Stage 2: Formal grievance procedure

Grievance statement

If the informal discussion does not resolve the grievance to the satisfaction of the member of staff, the next step is to write advising the manager that they intend to invoke the formal grievance procedure. The written notification should include the following details:

- A statement that the staff member is invoking the formal grievance procedure
- The nature of the grievance, giving the background to the issue, any relevant facts (including dates) and the names of any other parties involved
- Any steps that have been taken on an informal basis to address the concerns
- The staff member's opinion on what their desired outcome would be.

The member of staff can have a representative submit the grievance on their behalf if they wish.

Grievance meeting

Within five working days of receiving the grievance, the manager will reply in writing, acknowledging receipt and inviting the staff member to attend a formal grievance meeting. The meeting will normally take place within ten working days of receipt of the written grievance.

The member of staff has the right to be accompanied at the meeting by a work colleague or a union representative. The Setting will be represented by the manager and deputy / chairperson or members of the management committee

The purpose of the meeting is to hear the full facts of the situation, and to attempt to resolve the grievance in a mutually acceptable manner. If necessary, a second meeting may need to be arranged in order to gather more evidence.

Outcome

The manager and deputy / chairperson or members of the committee will determine the outcome of the grievance. They may reject the grievance, or may uphold the complaint and identify what steps will be taken to resolve it.

Within ten working days of the grievance meeting, the manager / chair of the committee will inform the member of staff in writing of the outcome of the grievance, including the reasons for the decision and, where appropriate, details of any steps taken or further actions required to address their concerns, as well as their right to appeal.

Appeals

If the member of staff feels that their grievance has not been satisfactorily resolved they may appeal in writing within five working days, stating their grounds for appeal. The appeal will normally take place within ten working days of receiving the written request for an appeal. Where possible, the manager / chair of the committee who was not involved in the original disciplinary action, will hear the appeal and make an impartial and final decision.

The member of staff has the right to be accompanied to the appeal hearing by a colleague or a union representative.

Within ten working days of the appeal hearing, the manager / chair of the committee will inform the member of staff in writing of the outcome of the appeal hearing.

The member of staff will also be advised of their right to seek advice from ACAS, other professionals and their trade union if they are not satisfied with the outcome of the grievance meeting or the appeal hearing.

Overlapping grievance and disciplinary cases

If a member of staff raises a grievance during a disciplinary process, the disciplinary process may be temporarily suspended in order to deal with the grievance. However if the grievance and disciplinary cases are related the manager / chair of the committee may choose to deal with both issues in parallel.

False or repeated grievances

If a member of staff raises a grievance that, through investigation, proves to be malicious they may find themselves subject to disciplinary action.

A member of staff cannot raise the same grievance within 12 months of the resolution, outcome or withdrawal of the original grievance.

Suspensions and Exclusions Policy

Pro Touch SA Setting will deal with negative and inappropriate behaviour by using constructive behaviour management techniques. We will involve staff, parents and children to tackle disruptive and challenging behaviour collectively.

We acknowledge that some children will require additional support in order to achieve acceptable levels of behaviour. When we identify a child with these needs, we will work closely with the parents or carers to deal with the inappropriate behaviour in accordance with our **Behaviour Management** policy.

Where a child *persistently* behaves inappropriately, we will implement the following procedure:

1. Give the child a formal warning; staff will explain why the behaviour is unacceptable along with the consequences of further incidents.

2. Staff will encourage the child to discuss their behaviour, to explain their actions and to identify strategies for avoiding such incidents in the future.
3. Details of formal warnings, suspensions and exclusions will be recorded on an **Incident record** and kept in the child's records.
4. The formal warning will be discussed with the child's parents, and all staff will be notified. Staff will inform the manager if a child's behaviour warrants suspension or exclusion.

We will only suspend or exclude a child from the Setting as a last resort, when all other behaviour management strategies have failed or if we feel that children or staff are at risk.

Suspensions and exclusions will be fair, consistent, and appropriate to the behaviour concerned, and will take account of the child's age and maturity as well as any other factors relevant to the child's situation. If appropriate, we will seek advice from other agencies; this may include accessing funding for additional support.

Temporary suspensions

Temporary suspensions will be applied in the following situations:

- Where formal warnings have failed to improve a child's persistent, challenging and unacceptable behaviour.

- In the event of an extremely serious or dangerous incident we will suspend a child with immediate effect. We will contact the parents and ask that the child be collected immediately. Immediate suspensions require the manager's agreement.

The Setting may temporarily suspend the child for a period of up to 15 consecutive days. If the Setting takes this step, we will discuss our concerns with the parents/carers in order to work together to promote a more desirable pattern of behaviour.

At the end of the suspension period the manager will meet with the parents/carers and the child, in order to agree to any conditions relating to the child's return to the Setting.

Permanent exclusion

In exceptional circumstances, and only when all other attempts at behaviour management have failed, it may be necessary to permanently exclude a child from the setting.

If a child is excluded from the Setting, the parents/carers will be given a verbal and written explanation of the issues and subsequent actions. They have the right to appeal to the manager / chair of the committee against the exclusion within 14 days of receiving written notification of the exclusion.

Lone Working Policy

At Pro Touch SA Setting, the safety and welfare of our staff and the children in our care is paramount. It is best practice for at least two members of staff to be on duty at any one time, but situations may arise where this is not possible. When it is necessary for only one member of staff to be on duty, we will follow the procedures set out in this policy.

Preparation and planning

The Manager must approve all instances of lone working in advance and such instances will be recorded on the staff rota.

Parents will be notified if only one member of staff will be on duty for a session or part of a session.

A full risk assessment for lone working must be carried out before lone working is approved.

There will always be another person on site who can be summoned in case of emergencies such as Project Manager or Senior Management Team.

In addition, an 'on call' person whom the member of staff can summon in an emergency will be nominated for each session. The 'on call' person must be able to be on site within 1-2 hours.

Suitable staff

Staff members who are suitable for lone working will be approved in advance. Staff members approved for lone working must have all the relevant qualifications, training and skills. For example:

- current 12 hour paediatric / first aid certificate
- child protection training
- food handling and hygiene certificate (not compulsory for all)
- competent use of English and any appropriate languages
- the necessary skills and experience to supervise the children
- does not have any medical condition that might affect their suitability to work alone.
- is familiar with the emergency evacuation procedure – and how this can be adapted to lone working situations.

Working practices

When a member of staff is working alone, they must still keep all children “within sight or hearing at all times” as required by EYFS 2021. This includes whilst children are eating. Therefore, all essential resources must be readily to hand and not kept in a separate part of the building. For example:

- child records
- emergency contact details
- first aid kit
- setting mobile phone
- any forms that may be required during a session, eg accident and incident logs, logging a concern form, collection by unknown person, visitor log, etc
- spills box / cleaning products / sick bowl

If intimate care is given, a record will be made using an **Incident log** and parents will be asked to sign this on collection of their child.

No Platform Policy

Pro Touch SA Setting is committed to providing a safe and caring environment, where children are free from discrimination and protected from abuse, harm and radicalisation. As part of this commitment, we aim to ensure that neither our Setting sessions nor our premises are used to promote extremist beliefs or discriminatory views.

Key principles

Pro Touch SA Setting will not allow its Setting sessions nor its premises to be used:

- To promote or express extremist ideological, religious or political views

- To promote or express discriminatory views in relation to the protected characteristics cited in the Equality Act 2010

- For any reason by an organisation that is proscribed by the Home Secretary under The Terrorism Act 2000.

Definition of terms

Premises: The room, space or building used by the Setting while it is running a session.

Extremist views: Extremism is defined in the Prevent Strategy as “vocal or active opposition to fundamental British values including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs. We also include in our definition of extremism, calls for the death of members of the armed forces, whether in this country or overseas.”

Protected characteristics: The characteristics protected under The Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

Dangerous Plants Policy

Pro Touch SA Setting recognises that many plants are poisonous if eaten or capable of causing allergic reactions if handled. Accordingly, no plants on the list of the dangerous plants shown below are allowed on the premises without first conducting a risk assessment to review the degree of risk posed to the children.

The outside play area at the Setting has also been checked for the dangerous plants listed below. Where a potentially dangerous plant exists and we are unable to remove it, we have conducted a risk assessment which takes into account:

- the ages and maturity of the children
- the degree of supervision required
- whether we need to restrict access to affected areas

- how children with allergies might be affected.
- The following is a list of the most commonly found plants that staff should be aware of as posing a possible hazard. Note that this list is *not* fully comprehensive.

Common name	Latin name	Harmful
Indoor Plants		
Angels' Trumpets	(Brugmansia or Datura)	E
German Primula	(Primula Obconica)	T
Lantana	(Lantana)	E / T
Leopard Lily	(Dieffenbachia)	E / T
Oleander	(Nerium Oleander)	E
Rosy Periwinkle	(Catharanthus Roseus)	E
Umbrella Tree	(Schefflera)	T
Bulbs eg Daffodils & Hyacinths	(Narcissus) (Hyacinthus)	E / T
Cut flowers eg Daffodils, Monkshood, Mistletoe	(Narcissus) (Aconitum) (Viscum Album)	E / T
Garden Plants		
Autumn Crocus	(Colchicum Autumnale)	E
Castor Oil Plant	(Ricinus Communis)	E / T
Foxglove	(Digitalis Purpurea)	E
Freemontodendron	(Fremontodendron)	T
Ivy	(Hedera Helix)	E / T
Laburnum	(Laburnum Anagyroides)	E
Leyland Cypress	(X Cupressocyparis)	T
Lily-of-the-Valley	(Convallaria Majalis)	E
Lupins	(Lupinus)	E
Mezereon	(Daphne Mezereum)	E / T
Monkshood	(Aconitum Napellus)	E / T
Pokeweed	(Phytolacca)	E / T
Rue	(Ruta Graveolens)	T
Spurge	(Euphorbia)	E / T
Yew	(Taxus Baccata)	E
Wild and native plants		
Black Bryony	(Tamus Communis)	E
Black Nightshade	(Solamum Nigrum)	E
Cherry Laurel	(Prunus Laurocerasus)	E
Deadly Nightshade	(Atropa Belladonna)	E

Giant Hogweed	(Heracleum Mantegazzianum)	T
Hemlock	(Conium Maculatum)	E
Hemlock Water Dropwort	(Oenanthe Crocata)	E
Horse Chestnut	(Aesculus Hippocastanum)	E
Lords-and-Ladies	(Arum Maculatum)	E
Mistletoe	(Viscum Album)	E
Snowberry	(Symphoricarpos Albus)	E
Wild Privet	(Ligustrum Vulgare)	E
Woody Nightshade	(Solanum Dulcamara)	E

Key: E = Harmful if eaten, T = Harmful if touched

Complaints Policy

At Pro Touch SA Setting we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Setting activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Setting's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Setting's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Setting's Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Pro Touch SA Setting at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

Equalities Policy

At Pro Touch SA Setting we will ensure that we provide a safe and caring environment, free from discrimination, for everyone in our community including children with additional needs.

To achieve the Setting's objective of creating an environment free from discrimination and welcoming to all, the Setting will:

- Respect the different racial origins, religions, cultures and languages in a multi-ethnic society so that each child is valued as an individual without racial or gender stereotyping.
- Not discriminate against children on the grounds of disability, sexual orientation, class, family status or HIV/Aids status.

- Help all children to celebrate and express their cultural and religious identity by providing a wide range of appropriate resources and activities.
- Strive to ensure that children feel good about themselves and others, by celebrating the differences which make us all unique individuals.
- Ensure that its services are available to all parents/carers and children in the local community.
- Ensure that the Setting's recruitment policies and procedures are open, fair and non-discriminatory.
- Work to fulfil all the legal requirements of the Equality Act 2010.
- We will monitor and review the effectiveness of our inclusive practice by conducting an Inclusion Audit on an annual basis.

Challenging inappropriate attitudes and practices

We will challenge inappropriate attitudes and practices by engaging children and adults in discussion, by displaying positive images of race and disability, and through our staff modelling anti-discriminatory behaviour at all times.

Racial harassment

The Setting will not tolerate any form of racial harassment. The Setting will challenge racist and discriminatory remarks, attitudes and behaviour from the children at the Setting, from staff and from any other adults on Setting premises (eg parents/carers collecting children).

Promoting equal opportunities

The Setting's Equal Opportunities Named Coordinator (ENCO) is [insert name]. [Delete if you don't have an ENCO]. The ENCO / Manager [delete as applicable] is responsible for ensuring that:

- Staff receive relevant and appropriate training
- The **Equalities policy** is consistent with current legislation and guidance
- Appropriate action is taken wherever discriminatory behaviour, language or attitudes occur.

Children with additional needs

Our Setting recognises that some children have additional needs or physical disabilities that require particular support and assistance. We will assess the individual needs of each child in consultation with their parents prior to their attending the Setting, and will make reasonable adjustments to ensure that children can access our services and are made to feel welcome.

Where one-to-one support is required we will assist parents in accessing the funding required to provide the additional care.

Special Educational Needs Coordinator

The Setting's Special Educational Needs Coordinator (SENCO) is **TBC**. The SENCO will:

- Manage the provision for children with special educational needs or physical disabilities.
- Be fully trained and experienced in the care and assessment of such children.

All members of staff will assist the SENCO in caring for children with additional needs or physical disabilities.

Data Protection Policy

At Pro Touch SA Setting we respect the privacy of the children attending the Setting and the privacy of their parents or carers, as well as the privacy of our staff. Our aim is to ensure that all those using and working at Pro Touch SA Setting can do so with confidence that their personal data is being kept secure.

Our lead person for data protection is Jawad Dar. The lead person ensures that the Setting meets the requirements of the GDPR, liaises with statutory bodies when necessary, and responds to any subject access requests.

Confidentiality

Within the Setting we respect confidentiality in the following ways:

- We will only ever share information with a parent about their own child.
- Information given by parents to Setting staff about their child will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our **Safeguarding Policy**).
- Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared within the Setting, except with the designated Child Protection Officer and the manager.
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.
- Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions.
- All personal data is stored securely in a lockable file / on a password protected computer / passcode-locked phone
- Students on work placements and volunteers are informed of our Data Protection policy and are required to respect it.

Information that we keep

The items of personal data that we keep about individuals are documented on our personal data matrix. The personal data matrix is reviewed annually to ensure that any new data types are included.

Children and parents: We hold only the information necessary to provide a childcare service for each child. This includes child registration information, medical information, parent contact information, attendance records, incident and accident records and so forth. Our lawful basis for processing this data is fulfilment of our contract with the child's parents. Our legal condition for processing any health-related information about a child, is so that we can provide appropriate care to the child. Once a child leaves our care we retain only the data required by statutory legislation, insurance requirements and industry best practice, and for the prescribed periods of time. Electronic data that is no longer required is deleted and paper records are disposed of securely.

Staff: We keep information about employees in order to meet HMRC requirements, and to comply with all other areas of employment legislation. Our lawful basis for processing this data is to meet our legal obligations. Our legal condition for processing data relating to an employee's health is to meet the obligations of employment law. We retain the data after a member of staff has left our employment for the periods required by statutory legislation and industry best practice, then it is deleted or destroyed as necessary.

Sharing information with third parties

We will only share child information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children, criminal activity, or if required by legally authorised bodies (eg Police, HMRC, etc). If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons.

We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care.

Where we share relevant information where there are safeguarding concerns, we will do so in line with Government guidance 'Information Sharing Advice for Safeguarding Practitioners' (www.gov.uk)

Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR.

Subject access requests

- Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves.

- Staff and volunteers can ask to see any information that we keep about them.

- We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest.

- If our information is found to be incorrect or out of date, we will update it promptly.

- Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately.

- Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won't be able to delete all data immediately.

- If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO).

GDPR

We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data.