



# Puddleducks Playgroup

[Puddleducks Playgroup,](#)  
[Haywards Lane,](#)  
[Chalford Hill,](#)  
[Stroud, GL6 8LH](#)

01453 883788

Registered charity number: 1023478

## Contents

Child Protection Policy .....	3
Child Protection procedures:.....	5
Children in Care and Looked After Children Policy .....	10
Safe Recruitment Policy.....	12
Personnel Policy .....	15
Staff Supervision policy .....	17
Staff Behaviour Policy.....	20
Key Person Policy.....	24
Sick Child and Medication Policy .....	25
Food and Drink Policy .....	27
Behaviour policy .....	29
Health and Safety Policy.....	31
Uncollected Child Policy .....	41
Missing Child Policy .....	42
Equality of Opportunities and Diversity Policy.....	44
SEND Policy.....	47
Confidentiality Policy.....	49
Complaints Policy .....	52

# Child Protection Policy

(Cross referenced to Behaviour Policy, Equal Opportunities and Diversity Policy, SEND Policy, Children in Care and Looked After Children Policy, Recruitment Policy, Staff Behaviour Policy and Confidentiality Policy)

Puddleducks are aware that children learn best when they are healthy, safe and secure, when their individual needs are met and when they have positive relationships with the adults caring for them. We provide high quality and stimulating care, where children are able to enjoy learning and grow in confidence. We take all necessary steps to keep the children in our care safe and well and have regard to the Government's statutory guidance, Working Together to Safeguard Children:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/592101/Working\\_Together\\_to\\_Safeguard\\_Children\\_20170213.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working_Together_to_Safeguard_Children_20170213.pdf)

And, Keeping Children Safe in Education 2016:

[http://www.gscb.org.uk/media/1305/keeping\\_children\\_safe\\_in\\_education\\_part\\_1\\_-\\_sept\\_2016-67274.pdf](http://www.gscb.org.uk/media/1305/keeping_children_safe_in_education_part_1_-_sept_2016-67274.pdf)

Sarah Ireland is the Designated Safeguarding Leader (DSL) and has received full training for this role. Leibe Woolls and Pauline Cox, are both appointed Deputy Designated Safeguarding Leads (DDSL) and have also attended appropriate training. We ensure that either a DSL or DDSL is available or contactable at all times that the playgroup is open. Puddleducks Playgroup fully recognises its responsibilities for safeguarding children (Child protection). Our policy applies to all staff, committee members and volunteers working in the playgroup. A full audit of our Child Protection policy and procedures is carried out each June and an action plan developed, to ensure our policies fully meet the requirements of the DSL Handbook <http://www.gscb.org.uk/media/13440/dsl-handbook-version-live10-jan-17.pdf> and the Early Years Foundation Stage Guidance. Puddleducks is registered with GSCB and ensure that we keep up to date with changes in procedures by disseminating alerts to the entire staff team as soon as we are notified.

There are five main elements to our policy:

1. Ensuring we practice Safe Recruitment in line with Government guidance by using at least one accredited recruiter on all interview panels and by checking the suitability of staff and volunteers to work with children ensuring any unsuitable behaviour is reported and managed using the Allegations management procedures. (Sarah Ireland has completed the Safe Recruitment accreditation training). The safe recruitment training should be completed every 5 years.
2. Raising awareness of Child Protection issues and equipping children with the skills needed to keep them safe.
3. Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse by referring to the children's help desk.
4. Supporting children who have been abused in accordance with his/her agreed child protection plan.
5. Establishing a safe environment in which children can learn and develop.

We recognise that because of the day-to-day contact with children, playgroup staff are well placed to observe the signs of abuse. Puddleducks playgroup will therefore include opportunities to enable children to develop the skills they need to recognise and stay safe from abuse. Through play-based activities, children are encouraged to talk about feelings to deal assertively with pressures, are listened to, and know whom they can turn to for help and advice. We will identify children who are more vulnerable (e.g. who have a parent in prison, drug using parents, domestic abuse in the home, have SEND, medical needs, are on a Child protection plan, have Child Protection concerns raised about them, or are Children in Care/Looked after Children, are children at risk of child sexual exploitation of female genital mutilation), and ensure they are listened to and their views expressed and supported. Children with medical needs have their Health Care plan updated regularly to ensure their safety.

We will follow the procedures set out by the Gloucestershire Safeguarding Children Board (GSCB) and take account of guidance issued by the Department for Education to:

- Ensure we have a designated DSL and a DDSL, who have received appropriate training and support for this role (Sarah Ireland, Leibe Woolls and Pauline Cox). A Safeguarding leadership course and multi agency training is completed every 2 years. We ensure every staff member (including temporary and supply staff and

volunteers) and committee members know the name of the DSL responsible for Child Protection and their role.

- Ensure a copy of the procedures to follow, should abuse be suspected, is displayed in the office, ensuring that all staff members are aware of the signs and symptoms of abuse, who and how to report the suspicions. It is also included as part of the induction programme for new staff and volunteers.
- Ensure A DSL or DDSL is available or contactable at all times when Puddleducks Playgroup is open.
- Ensure all staff and volunteers receive Child Protection training at least every three years. This can either be in the form of a formal 2-hour course, or an eLearning child protection course (see staff training file for details). The Playleader (DSL) and Group Leaders (Deputy DSL) will receive multi agency training every 2 years. To arrange formal training call **01452 426994**.
- Hold a full team in-service training session each June following our Annual Child Protection audit, to ensure that all staff are fully aware of our Child Protection procedures and devise an action plan.
- Appoint a designated member of the Committee to champion Child Protection issues and challenge the setting. The Committee member will complete relevant Child Protection training; (**Abbi Hall will be the Designated Committee member until July 2018 – contact Abbi on: [abbi.hallicloud.com@gmail.com](mailto:abbi.hallicloud.com@gmail.com)**).
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the DSL/Deputy DSL responsible for Child Protection.
- Ensure that parents have an understanding of the responsibilities placed on Puddleducks playgroup and the staff for Child Protection by setting out our obligation in our Puddleducks Playgroup A-Z.
- Notify the relevant social worker if there is an unexplained absence of more than two sessions of a child who has a Child Protection Plan (previously known as a child protection register).
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding Child Protection matters including attendance at safeguarding conferences and core groups.
- Keep written records of concerns about children, even when there is no need to refer the matter immediately, and ensure that all concerns have the actions/outcomes recorded.
- Ensure all records are kept securely; separate from the main pupil file, and in locked locations. (Stored securely and confidentially in the filing cabinet).
- Follow procedures where an allegation is made against a member of staff or volunteer, including supply staff, contractors or committee members.
- Ensure safe recruitment practices are always followed.
- Ensure all staff, volunteers and Officers of the committee have read part 1 of Keeping children safe in education  
[http://www.gscb.org.uk/media/1305/keeping\\_children\\_safe\\_in\\_education\\_part\\_1\\_-\\_sept\\_2016-67274.pdf](http://www.gscb.org.uk/media/1305/keeping_children_safe_in_education_part_1_-_sept_2016-67274.pdf)

#### Resolution of professional difficulties - Escalation policy

The resolution of professional difficulties (escalation) procedures must be followed if we are left feeling that the response from social care has not addressed our concerns for the child. Advice about procedural issues including using the resolving professional differences procedures can be obtained through the Safeguarding Children Service on **01452 583629**. For out of hours social work advice please contact the Emergency duty team on **01452 614194**. If the DSL has made a referral to the children's help desk and is not confident that the referral has been acted on appropriately and still has concerns about a child's welfare, we will follow the Escalation Policy when necessary. Likewise, if a member of staff has reported concerns to the DSL, and feels the concerns have not been dealt with appropriately, they must also follow the Escalation Policy, and report their concerns to the child help desk themselves.

#### Support

We recognise that children who are abused or witness violence may find it difficult to develop a sense of worth. They may feel helplessness, humiliation and some sense of blame. Puddleducks playgroup may be the only stable, secure and predictable element in the lives of children at risk. When at playgroup their behaviour may be challenging and defiant or they may be withdrawn. They may also project their experiences onto other children (peer to peer abuse). Puddleducks playgroup will endeavour to support the child in the following ways:

- Through planned activities (i.e. using persona dolls, talking about feelings, teaching children how to be kind to others).
- The playgroup ethos, which promotes a positive, supportive and secure environment and gives children a sense of being valued.
- Our behaviour policy is aimed at supporting vulnerable children in the playgroup. Puddleducks playgroup will ensure that the child knows that some behaviour is unacceptable but they are valued and not to be blamed for any abuse that has occurred. We will be alert to the possibility of peer to peer abuse, and will deal with any concerns appropriately in line with our behaviour and bullying policy.
- Liaison with other agencies that support the child such as Social care, Child and Adult mental health Service, education welfare service and educational psychology service.
- We will pass on any Child Protection records to other settings when required.
- Ensuring that where a child who has a Child protection plan leaves, their information is transferred to the new pre-school setting or school immediately and that the child's Social Worker is informed.

### Child Protection procedures:

Staff must be vigilant at all times and the safety and protection of all children is of paramount importance. Puddleducks staff need to be open to the possibility of non-accidental injury and alert to the potential signs and indicators of physical, sexual and emotional abuse and neglect. Staff will be aware of: bruising (or bruising in unusual positions), finger and thumb marks, burns and scalds, bite marks, deep scratches, frequent fractures, recurrent injuries, inconsistent or no explanations, signs of female genital mutilation, sudden changes in behaviour or withdrawal, child, parent, witness reports, neglect, emotional and verbal mistreatment.

If any concerns are raised the staff will meet and discuss them. If the concerns are serious the DSL (Sarah) will, in most cases, speak to the parent and it will be reported to Gloucestershire Safeguarding Children Board and OFSTED if required. However if serious physical or sexual abuse by the parent is suspected then it will be reported straight to GSCB. It is our responsibility to report concerns, not to decide whether it is or is not child abuse. We will set aside concerns about making false allegations, as the need to protect children must be paramount. If the concern is of a serious nature it will be reported and the **Children's help desk - 01452 426565 (8am – 5pm,) or the Emergency Duty team – 01452 614914(5pm-8am).** **The Multi agency service request form should then be completed within 48 hours as written confirmation of the verbal request.**

Parents are asked to inform us of any accidents or injuries that have occurred outside of playgroup, which are recorded on a pre-existing injuries form. Pre-existing injury records are checked and analysed to see if particular children are at higher risk of sustaining injuries at home, and if these injuries alert us to Child Protection concerns.

Attendance at Puddleducks is not mandatory. However, we require parents to inform us by telephone or email by 9.30am if their child is going to be absent with the reason for absence. This enables us to be alert to patterns of non-attendance, coupled with illness or reticence to share information or delay tactics used by parents that may indicate a Child Protection concern. In all such instances we follow the appropriate Child Protection procedures. The DSL/Deputy DSL will follow up non-attendance when parents have failed to notify that their child will not be attending Puddleducks.

If a staff member is told something by a child they should report it immediately to Sarah, Leibe or Pauline as DSL/Deputy DSL, and then write out a report stating the facts of what was said or seen. Referral forms and child protection report sheets are stored confidentially in the child protection file. All records should be typed, dated, signed and stored confidentially in chronological order (following the Data protection act). If a staff member feels that their concerns are not being dealt with appropriately, they have a duty of care to follow the escalation policy, or make a referral to social care in their own right. We will notify Ofsted and GSCB of any Serious accidents, injuries and deaths to a child in our care – Contact <https://www.gov.uk/government/publications/notify-ofsted-of-serious-childcare-incident-form-for-local-authorities> Ofsted reference no:110009.

If concerns are raised the DSL (Sarah) will talk to the parents and see if any Early Help for the family can be arranged. The Local Authority, together with partners across Education, Health, Care, Police, Housing and the Voluntary & Community sectors work together to offer support and advice, and empower families through early prevention work. By identifying children and

family's needs at the earliest opportunity and working with a multi-agency approach to identify and address these needs can reduce issues from escalating and becoming very serious. We will consider where and how we can provide parents with information or help. This may be for guidance on parenting, language development, dietary advice, money management, toileting etc. Families can be sign posted to for Early Help by going to The Families Information Service:

<http://www.glofamiliedirectory.org.uk/kb5/gloucs/glofamilies/home.page>

email: [stroudearlyhelp@gloucestershire.gov.uk](mailto:stroudearlyhelp@gloucestershire.gov.uk)

Tel: 01452 328130

When required, staff will be involved in case conferences and we will do what we can to support the family and to help them stay together. Sarah can contact outside agencies such as Health Visitors, who may be able to help the parents. We will also contact other settings who care for the child to see if they have any concerns. If it becomes necessary, the written evidence will be shared with outside agencies. We will pass on any child protection records to other settings the child attends or when a child leaves to go to another setting or starts school.

If Puddleducks staff become aware that a child is witnessing domestic abuse, we will follow our Child Protection procedures. The definition of harm (Children Act 1989) was amended by the Adoption and Children Act 2002 to include impairment suffered from seeing or hearing the ill treatment of another. Domestic Abuse falls into this category. Domestic Abuse Referral Process (DARP) will provide a multi agency response to referrals of domestic abuse where children are involved, and to offer early intervention and support to the victims and children. For more information on the process please contact

[faye.kamara@gloucestershire.pnn.police.uk](mailto:faye.kamara@gloucestershire.pnn.police.uk) or on 01452 247933.

Honour based violence (HBV) is a collection of practices used to control behaviour within families to protect perceived cultural or religious beliefs and honour. Violence can occur when offenders perceive that a relative has shamed the family or community by breaking their 'code of honour'. Honour based violence cuts across all culture and communities: Turkish, Kurdish, Afghani, South Asian, African, Middle Eastern, South and Eastern European for example. Where a culture is heavily male dominated HBV may exist. If HBV is suspected, we will complete a risk assessment and monitoring form via the GSCB website.

Forced marriage (FM) is where one or both people do not, or in cases of people with learning disabilities, cannot, consent to the marriage and pressure or abuse is used. It is recognized as a form of violence against women and men, domestic/child abuse and a serious abuse of human rights.

Female Genital mutilation (FGM) is the partial or complete removal or modification of the female genitalia for cultural or religious reasons. It is illegal practice FGM in the UK and it is illegal to remove a child from the UK for this procedure. Some signs to be aware of that a child is at risk of FGM are; talking about a planned journey/becoming a woman, or a planned extended holiday abroad. It is really important to listen to the voice of a child to identify FGM. We will report any concerns before the child leaves the UK and we will follow the same procedure for 'where abuse is suspected' if we feel a child is at risk. If we have any questions in relation to this procedure we will contact [Faye.kamara@gloucestershire.pnn.police.uk](mailto:Faye.kamara@gloucestershire.pnn.police.uk) or call 01242 247933. Staff can receive free training FGM by visiting [www.fgmlearning.co.uk](http://www.fgmlearning.co.uk)

Child Sexual Exploitation (CSE) - is a type of sexual abuse in which children are sexually exploited for money, power or status. For more information, please see the Warning signs and vulnerabilities checklist in the child protection file. If Puddleducks staff have concerns that a child is being sexually exploited, they can access a screening tool through GSCB, which will help assess the level of risk to the child, and then follow the recommendations given by the Multi-Agency Safeguarding Hub (MASH).

#### Prevent duty

Subject to the duty under section 26 of the Counter terrorism and security act 2015, Puddleducks staff will have due regard to the need to prevent people from being drawn into terrorism. Puddleducks staff have received training to help to identify children and families who may be vulnerable to radicalisation. If we suspect that a child or family is at risk of radicalisation or is displaying extremist views or behaviour, we will make a referral to Children's social care (01452 426565), or to the Channel Police Practitioner on 101, or alternatively call the Anti-Terrorist hotline on 0800789321. Puddleducks actively promote the Fundamental British values as part of our teaching and learning programme.

### IT and E safety

Photographs of the children will be taken to assist observations or record activities, following parental permission. Puddleducks uses a Digital Learning Journey software system called LearningBook to record records of the children's development. Staff will only use the Puddleducks digital camera or Samsung Galaxy LearningBook tablets (which have appropriate safeguarding filters) to photograph the children. The camera and tablets are kept at Puddleducks and only leave the premises on planned playgroup excursions for example visits to Chalford Hill School, or walks around the village. We do not store photographic images of the children. All images are printed on the Puddleducks printer and after printing the images are deleted from the memory card. LearningBook does not allow photographs to be downloaded or reproduced from the system. Staff are not permitted to take photographs of children using their mobile telephones. All staff members are required to keep their mobile telephones in their bag, tray, or behind the bar, during the Playgroup session with Bluetooth setting disabled.

Any confidential/personal information about a child or their family must only be completed on the Puddleduck's laptop computers and saved securely to our Dropbox account. Our subscription to Dropbox includes additional security settings and confidential documents are password protected and only shared with the relevant members of staff. Confidential/personal information must only be sent using secure email via the Puddleduck's email account, or Egress and not personal accounts from home. All staff members are asked to follow the guidelines for social media and network sites as stated in our 'Staff conduct' policy. Connection to the Internet on the SMART board is restricted by security filters (K9), ensuring that any inappropriate sites cannot be accessed by the children. Separate permission is sought by parents for photographs of children to appear on our website. Our newsletters and Facebook page never contain photographs of the children.

### **Allegations against Puddleducks staff – including supply or agency workers, contractors, committee members or volunteers:**

#### Protecting staff:

From time to time, Playgroup staff and volunteers are vulnerable to allegations of child abuse. Therefore we will keep records of accidents and pre-existing injuries, which parents will be required to sign to show that they accept what has happened or what Puddleducks staff have noticed. All staff members, volunteers and visitors (when applicable) are provided with a copy of the Child Protection policy and Safer working practices document, as part of the induction package, which they are required to sign to confirm they have read and understood. Puddleducks staff will endeavour to always work with supervision, avoiding being left alone in a room or outside with children whenever possible. If a child needs intimate physical care (i.e. nappy changing, applying creams to genitals etc), staff will always inform another staff member and may ask for supervision. We will protect the children in our care from abuse by ensuring that they are not left alone with adults who have not been vetted and will ensure that all staff, volunteers and committee members receive a relevant Disclosure and Barring service/CRB check. We have a visitor's book, which all visitors to the setting are required to sign, stating their arrival and departure time and reason for visit. All visitors are vetted by staff, and are required to provide ID.

#### Allegations procedures

Puddleducks playgroup has a 'whistle blowing' policy, whereby all staff members must report any concerns to either the Playleader or Chair person, about a fellow staff members conduct or behaviour that may have adverse effects on the children in our care, or Puddleducks reputation. We will inform OFSTED of any allegations of serious harm or abuse by any person living, working or looking after children at the premises within 14 days of the allegation being made.

Procedures for dealing with allegations against any staff working/volunteering with children are laid out in the Gloucestershire Child Protection Procedures, which may be found at <http://www.gscb.org.uk/media/12034/allegations-management-flowchart-january-2017.pdf> Gloucestershire Local Authority has a Designated Officer (LADO), who must be notified of any allegations of abuse against any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere) without delay. It is important that no investigation is carried out without first having a discussion with the Local Authority Designated Officer.

If an allegation of abuse is made against a member of staff, the Government's Allegations Management Procedures must be implemented. The DSL (Sarah Ireland) should immediately contact the most senior person not implicated in the allegation, this is usually the Nominated Committee member or Chairperson, who must in turn contact the Local Authority Designated Officer for Allegations (LADO) on **01452 426994 or 01452 583638** for an Initial Discussion.

If necessary, the Playleader and Chairperson, Local Authority Designated Officer, Social Worker representatives of the Safeguarding Children Service, Puddleducks committee and Police will then convene a multi-agency Allegations Management Meeting urgently to plan any further appropriate action. Puddleducks should not carry out an investigation until this meeting has taken place in case the allegation meets the criminal threshold.

The committee member for Safeguarding (Child Protection) or the Chair of the committee may be required to act should an allegation be made against the Playgroup leader. In these circumstances, it is likely that the committee member will be required to attend a Professionals' Multi-Agency Allegations Management Meeting with representatives from the LA, Police Child Abuse Investigation Team, Safeguarding Children Service and committee members to decide on the way forward. Committee members might also be required to provide details of the alleged incident and to make further enquiries if necessary as decided by the Police depending on whether Child Protection action and/or Disciplinary Action is necessary.

#### Contact details:

Gloucestershire Children and Young Person's Directorate (social care) to make a referral:  
**01452 426565**

Local Authority Designated Officer for Allegations (LADO) on 01452 426994 or 01452 583638  
OFSTED whistling blowing hotline: 0300 123 3155 (Monday to Friday from 8.00am to 6.00pm) or Email [whistleblowing@ofsted.gov.uk](mailto:whistleblowing@ofsted.gov.uk). OFSTED: 0300 123 1231

#### Parental Responsibility

As part of the admissions process, parents are asked to inform us who has parental responsibility for their child. If the parents were married to each other at the time of the child's birth or both parents are named on the birth certificate, both have Parental Responsibility enabling both equal input on all issues. Therefore any decision taken in respect of a child must be taken as a joint decision. Unmarried fathers, whose name does not appear on the child's birth certificate, currently do not have Parental Responsibility unless the father has made a successful application to the court for a Parental Responsibility order, or he and the mother have entered into a Parental Responsibility Agreement.

Assuming no court order restricting contact, Puddleducks playgroup must communicate with both parents on all matters concerning their child, i.e. all information, correspondence, reports, notice of parents' evenings etc.

Puddleducks playgroup will:

- Ensure records of addresses are up-to-date and are amended if notified of any change by one parent. (Checked annually)
- Ensure that all information sent out is duplicated to both parents.
- Remember the child's welfare is the paramount consideration.
- Have a duty to both parents, unless this duty has been overridden by the Family Courts.
- Seek parental permission for day trips from the parent with whom the child lives daily.

#### The Child's Welfare

If the parent with day-to-day care makes complaint about the other parent's behaviour affecting child's welfare (i.e. staying up too late etc.), Puddleducks playgroup staff will be reluctant to intervene. Staff should advise the parent with residential care to discuss the matter with the other parent. If the problem continues, the Puddleducks staff may have no choice but to become involved. In such circumstances, Puddleducks has a legitimate interest to speak to both parents ensuring both are aware of the effect the behaviour is having on the child.

#### Further information

MARAC - multi agency risk assessment conference - these meetings are held to discuss high-level incidences of domestic abuse. The purpose of MARAC is to share information to increase the safety, health and well being of the victims - adults and their children, to construct jointly and implement a risk assessment management plan that provides

professional support to all those at risk and reduces the risk of harm. At present, education settings are not required to attend MARAC meetings. However it is the responsibility of the LSO to make enquires with the Central Referral unit at Gloucestershire Public Protection Bureau, **01242 24799** or by email [cruenquiries@gloucestershire.pnn.police.uk](mailto:cruenquiries@gloucestershire.pnn.police.uk)

MAPPA - Multi agency public protection arrangements - As an education setting, on occasions, we may need to be involved in the assessment and management of a high risk offender. MAPPA are convened to share relevant information and plan how the identified risks can be managed.

MASH (Multi Agency Safeguarding Hub) - A team of safeguarding professionals from Gloucestershire County Council Children and Education Services, Gloucestershire Police, Youth Support Service, the Gloucestershire Health community and Gloucestershire Domestic Abuse Support Service (GDASS), all working under one roof from the Gloucestershire MASH office at Wilton House, Cheltenham. The team work together to build a clearer picture about the needs of vulnerable people. As a result, Gloucestershire MASH will give practitioners the information they need to make decisions about what action is needed to help keep people safe.

# Children in Care and Looked After Children Policy

(Cross reference to Child Protection Policy, Equal Opportunities and Diversity Policy, SEND Policy, Behaviour Policy, Working in Partnerships with Parents and Carers Policy, Confidentiality Policy and Key Person Policy)

Puddleducks is committed to providing a welcoming and inclusive setting for all children and families. The description 'looked after' was generally used to describe a child who is looked after by the Local Authority, but this is now commonly known as Children in Care. This includes children who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. Most looked after children will be cared for by foster carers with a very small minority in children's homes, looked after by family members or even placed back within the family home.

At Puddleducks we treat each child as an individual. All children's parents or carers will receive a home visit from a staff member to complete the necessary forms with information about the child and we will talk to them about the right way to care for children with different needs to ensure that they have the best chance to settle with us. If we think it is appropriate, we will ask the foster carer or adopting parent to stay with the child for several sessions building to longer periods of leaving them until we feel that they are ready to manage the separation and appear to be confident with their Key Person.

Puddleducks staff are committed to doing all we can to support all children to achieve their full potential. The Puddleducks staff team are all trained to understand our Child Protection policy and procedures and additional training to support children's individual needs will be planned for where appropriate.

The designated person for 'Children in Care and Looked after children' is Sarah Ireland.

All children in the setting will be allocated a Key Person. The Key Person will support the child initially with transition and settling in and then continue to support and build up a relationship with the child, carers and other agencies involved. Regular contact will be maintained with the carers throughout the child's time at Puddleducks and with the social worker (where applicable).

As with all children, regular observations will be carried out to build up a picture of the child's interests, and activities will be planned accordingly to support the child's stage of learning and development and interests. This information will be shared with carers as well as any concerns surrounding their developmental stages.

We will contact the Virtual School when a Child in Care starts with us. A Personal Education Plan (PEP) will be developed with carers and professionals, for children over the age of 3 years, which will be led by the child's social worker and updated twice per year. This will include:

- the child's emotional needs and how they are to be met;
  - how any emotional issues and problems that affect behaviour are to be managed;
  - the child's sense of self, culture, language/s and identity - how this is to be supported;
  - the child's need for sociability and friendship;
  - the child's interests and abilities and possible learning journey pathway; and
  - how any special needs will be supported.
- In addition the care plan may also consider:
- how information will be shared with the foster carer and local authority (as the 'corporate parent') as well as what information is shared with whom and how it will be recorded and stored;
  - what contact the child has with his/her birth parent(s) and what arrangements will be in place for supervised contact. If this is to be the setting, when, where and what form the contact will take will be discussed and agreed;
  - what written reporting is required;
  - wherever possible, and where the plan is for the child's return to their home, the birth parent(s) should be involved in planning; and with the social worker's agreement, and as part of the plan, the birth parent(s) should be involved in the setting's activities that include parents, such as outings, stay and play sessions etc. alongside the foster carer.

We will also attend all appropriate meetings and contribute to reviews. Transition to school will be handled sensitively by the Key Person and designated 'Children in Care and Looked after children' staff member, who will work together with the child and carers to ensure that this is as smooth a transition as possible and all necessary information is shared with the Reception teacher. The child's individual file, including observations and assessments will be passed on to the carer at this stage.

Key contact details:

**Local Authority - 01452 427224**

**Safeguarding & Looked After Children's Board - 01452 583629**

**Social care team (where applicable – see child's registration form)**

**Virtual school – 01452 328372**

# Safe Recruitment Policy

(Cross reference to Child Protection Policy, Confidentiality Policy, Staff Conduct and Personnel Policy)

When a vacancy for a staff member becomes available, firstly the Senior Management team must establish exactly what sort of post is needed (if at all), and also which days and hours are required. Current staff may wish to change their hours, so this will be explored first. The Treasurer/Administrator will check to ensure that adequate funding is available.

The Recruitment procedures should be led by a Recruitment panel of at least two people, one of whom who holds up to date Safe Recruitment training (Sarah Ireland - Playleader), and at least one other member of the Senior Management team (Rachael Purse – Administrator). Using current paperwork, we will check what job descriptions and person specifications exist and make sure they are up to date.

Puddleducks playgroup is an equal opportunities employer. We will not just mention the vacancy to one person verbally, but we will advertise widely enough to ensure that all likely candidates are able to apply. A decision on where the vacancy should be advertised will be made, depending on the level of the job. For example, a Playgroup Cleaner need only be advertised locally, such as outside school gates, whilst vacancies requiring qualified staff should be advertised more widely. PATA may be able to assist with advice on where to advertise. We will ensure the advertisement includes the following:

- Location of vacancy
- Post Title
- Required experience and qualification
- Salary
- Days and Hours of vacancy
- Length of contract (if it is fixed term)
- Contact name and number to get more information on the vacancy including description and person specification.
- Required experience and qualifications
- Closing Date (giving approximately 2 weeks)
- That our commitment to ensuring the safety of the children is paramount and that a DBS check is required.

All enquiries for the post should be made in writing or via email. Each applicant will be sent a copy of the job description and Person specification, the Application form and a Self-declaration form.

The Recruitment panel should review all the applications, and then assess which candidates best suit the requirements of the Person Specification and Job Description. The Shortlisted candidates will then be written to and invited to an interview. We will also state in the letter that the candidate will need to bring along photo ID, proof of address and original qualification certificates to the interview. It is helpful to contact the candidates by telephone first to give them adequate notice. We will send out reference request letters and forms and chase them by telephone to ensure they are received prior to interview. Telephone references and open references (i.e. To Whom It May Concern) will not be accepted. Reference request forms and self-disclosure forms will be treated strictly confidentially and will remain in a sealed envelope and until the interview. We will let unsuccessful candidates know that they have not been successful and won't be required to attend an interview.

Prior to the interview date, the Recruitment panel will agree a list of questions in advance that we wish to ask all the candidates. Some questions will be tailored to individuals, depending on their application forms and background, but most questions should be the same to allow for an easier comparison between candidates, and to assess their suitability against the Personal Specification. We will agree which answers we expect, and what will constitute an appropriate answer beforehand.

On the day of the interview, we will set up a suitable room as comfortably as possible so as not to intimidate the candidates, and we will try to provide water. We will ensure that candidates waiting prior to their interview cannot overhear other candidates being interviewed. If the post involves direct care of the children, as part of the interview process,

we will arrange for candidates to spend some time playing with the children (with supervision) to observe how they interact with the children, and ask for the children's opinion where appropriate.

At the start of the interview we will introduce the panel members and explain a little about their role. The interview questions will be asked and notes made to refer to after the interview. To clarify their understanding or give further explanations to a brief answer to a question, the interviewer should ask the candidate for specific examples of their experience, or how they have dealt with a particular situation, instead of asking hypothetical questions. The successful applicant will need to have sufficient understanding and use of English to ensure the wellbeing of children in our care, so we will also ask for information about qualifications, experience and how they manage their record keeping.

Envelopes containing the completed Reference Request Forms and the Self Declaration Form should be opened at this time in front of the candidate and used to provide information for the interview. Questions may be asked at this time to give more information. Puddleducks will not automatically discriminate against applicants with a criminal record. If a candidate discloses a criminal offence at this time, they may still be considered if the offence was minor or a long time ago. Puddleducks will assess the criminal conviction against the applicant's skills and experience for the position, and weigh it up against the risk posed to the children and group by the applicant. However if the offence was serious enough to warrant a custodial sentence or was a violent or sexual offence, or one against children they will not be considered for the position. **Puddleducks will never employ anyone who is disqualified from working with children.** This includes people who are on the Protection of Children Act (PoCA) list. We will inform the LADO and DBS of anyone who is barred from working with children who has applied for a position.

We will make checks to validate the candidate's identity by viewing photograph ID, proof of address (e.g. bank statement) and proof of qualifications (original certificates only if a qualification is required), as part of the interview process. Qualifications should be checked to ensure that they are valid and suitable for the position. Candidates from outside the UK will need to prove that they have the right to work in this country.

At the end of the interview, the candidate should be asked if they have any questions. We will confirm the salary, hours, and length of contract if it is fixed term. The candidate will be thanked for coming and asked if they still wish to be considered. We will explain if we are seeing a number of people and let them know when and how we will be in contact, explain that offers are subject to a satisfactory DBS check and we may need to follow up references.

For some vacancies, it may be necessary to arrange a second interview, or a follow up Playgroup visit as part of the interview process. If this is likely, it is helpful for candidates to know this in advance.

Following the interview process a decision is made on who is the most suitable candidate for the position, considering references and the information gathered in the interview. If the references are not acceptable, it may be necessary to contact the referee(s) for further information and clarification. As far as possible, a decision will be made based on the answers given to the questions during the interview. We will aim to contact the successful candidate as soon as possible following the interview. Once they have accepted, we will let the remaining candidates know that they have been unsuccessful, giving some helpful feedback. If none of the candidates are suitable for the position, we will re-advertise and start the process again. We will not be tempted to offer a position to a candidate who is not suitable just because only 1 person applied for the position. If the successful candidate decides not to take up the offer, other strong candidates may be approached to attend a second interview. We will issue the individual with a contract of employment. A full contract of employment will be offered after a successful 6 month probationary period.

#### Suitability checks

Only once a satisfactory enhanced DBS check is received can the new staff member start their work. Alternatively, if the staff member has a recent DBS check in a similar role, but for a different location, they may be able to start, with the provision that the position is still subject to a DBS check for Puddleducks. If the applicant has registered for the update service, we will quickly be able to establish if the candidate is suitable for the role, by logging on to check that there are no changes to the DBS certificate, and they are still suitable to work with children. However for those not registered to the service, we must ensure we have appropriate time to get the DBS check completed prior to their start date. All DBS checks must be checked

thoroughly to ensure they are suitable to work with children. If an applicant has spent time living or working in a different country, we will obtain a DBS check from the country's foreign office. Details of the new staff member's name, DOB, address, ID checks, qualifications and DBS certificate details will be added to our Single Central Record.

All staff must be informed whilst completing their Enhanced DBS disclosure that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment in the setting). This is an on-going requirement throughout their employment at Puddleducks. No staff member or visitor who has not had their suitability checked will be allowed unsupervised contact with the children in our care. We abide by the requirements of the Early Years Foundation Stage Statutory Framework Safeguarding and Welfare Requirements regarding suitability of staff and disqualification. If we receive an unsatisfactory DBS check where by an applicant is barred from working with children, we will notify OFSTED, the LADO and the DBS service.

A person is disqualified if any of the following apply:

- They have been cautioned for, or convicted of certain violent or sexual criminal offences against adults and any offences against children
- They are the subject of an Order, direction or similar in respect of childcare, including orders made in respect of their own children
- That have had registration refused or cancelled in relation to childcare of children's homes or have been disqualified from private fostering
- They live in the same household where another person who is disqualified lives or works (Disqualification 'by association'). This means that the householder has an order, restriction, conviction, caution etc. set out in the Legislation. It is accepted that staff may not necessarily know this information – the declaration requires them to answer "to the best of their knowledge"

A disqualified person can apply to OFSTED for a waiver.

<https://www.gov.uk/government/publications/applying-to-waive-disqualification-early-years-and-childcare-providers> OFSTED may grant a full or partial waiver, including a waiver that would allow an individual to work in a relevant school/Early Years setting. Whilst a waiver application is under consideration the individual must not continue to work at Puddleducks. Where a waiver is not granted, the employee will need to be dismissed unless redeployment options are available.

Other checks may need to be completed such as an EY2 or in the case of the person in charge a EY2A and health declaration form will need to be completed, and a suitable person interview will be arranged with OFSTED.

#### Secure storage, handling, use, retention and disposal of disclosures and disclosure information.

As an organisation using the DBS service to assess the suitability of applicants for positions of trust Puddleducks Playgroup complies with the CRD Code of Practice regarding the storage, retention and disposal of Disclosures and Disclosure information. We will ensure that any Disclosure information will be kept locked in a filing cabinet. Access to the information will be restricted to The Chairperson, as the Manager of the Group, Secretary, to whom the information will come in the first instance, the Playleader and Administrator/Treasurer will have access to staff file when appropriate. Disclosure information will only be used for the specific purpose for which it was requested.

# Personnel Policy

(Cross reference to Child Protection Policy, Confidentiality Policy, Staff Behaviour Policy and Safe Recruitment Policy)

Puddleducks Playgroup strives to employ suitable, professional and dedicated staff. We follow our Recruitment procedures to select the most suitable applicant and endeavour to maintain successful working relationships with all staff members. A clear Person Specification and Job Description ensure that all staff know what is expected of them in their day to day work with the children and other team members.

## Suitability to work with children

All staff, volunteers and students who have direct contact with the children, will be vetted to ensure they are suitable to work with children, and will be included in our Single Central Record. The Officers of the Management Committee will be required to complete a satisfactory enhanced DBS check, and complete and submit an EY2 form to OFSTED. We will record the details of all members of the Committee on our Single Central Record, and submit an EY3 form to OFSTED with details of the current management committee members.

As part of the appraisal process, all staff members must complete a 'Suitable Person Declaration', stating that they have not been cautioned for, or convicted of certain violent or sexual criminal offences against adults and any offences against children; they are not the subject of an Order, direction or similar in respect of childcare, including orders made in respect of their own children, that they have not had registration refused or cancelled in relation to childcare of children's homes or have been disqualified from private fostering; that they do not live in the same household where another person who is disqualified lives or works ('disqualification 'by association'). This means that the householder has an order, restriction, conviction, caution etc. set out in the Legislation. It is accepted that staff may not necessarily know this information – the declaration requires them to answer "to the best of their knowledge"

If a member of staff makes a disclosure, we will contact OFSTED as soon as possible or within 14 days of us becoming aware and provide them with full details of any order, conviction or other ground for disqualification from registration under regulations made under section 75 of the Childcare Act 2006. A disqualified person can apply to OFSTED for a waiver. OFSTED may grant a full or partial waiver, including a waiver that would allow an individual to work in a relevant school setting. Whilst a waiver application is under consideration the individual must not continue to work at Puddleducks. Where a waiver is not granted, the employee will need to be dismissed unless redeployment options are available.

## Staff taking medicine or any other substances

Any member of staff (or volunteer) who is (or appears to be) under the influence of alcohol or any other substance which may affect their ability to care for children will be sent home.

Staff taking medication should inform the Playleader and Chair Person and only work directly with children after seeking medical advice and a thorough risk assessment being carried out. The provider will require evidence of this before the practitioner is able to work directly with children, and a Health Questionnaire will be completed. Staff who are taking medication, that may affect their ability to care for children should seek medical advice and only work directly with the children if that advice is that the medication is unlikely to impair their ability to look after children. If any staff member brings medication to work it must be kept out of the reach of children at all times. Staff may be requested to have medical checks to ensure that they have a good general state of mental and physical health to cope with the demands of caring for young children.

## Staff induction

All new staff members will receive a full induction into Puddleducks playgroup from the Playleader (Sarah Ireland) to help them fulfil their job description.

This includes:

- A tour of the building and where items are stored
- Health and safety matters and health and safety at work legislation.
- Food hygiene rules and practices

- Equal opportunities policy
- Child Protection issues and their responsibility for recognising and reporting suspected abuse and who the DSL is.
- Our delivery of the EYFS and their individual responsibilities within the team and to the children and parents.
- Reading, understanding and agreeing to the setting's policies and procedures
- Discussions about staff behaviour conduct and 'whistle blowing'.

New staff will receive monitoring, supervision and mentoring by a more experienced member of the team until they are able to fulfil the requirements of their job description.

Regular Staff Supervision meetings to give support and direction, are held at least once a term, but more frequently if required, with the Playleader or Group Leader. A mid probation period review is held after around 3 months, giving feedback on performance and agreeing an action plan of how to improve their work performance, or what support will be given to help them further develop in their role. After a successful 6-month probationary period, a full contract of employment will be issued. If performance issues still arise, Puddleducks reserve the right to terminate employment.

# Staff Supervision policy

Cross referenced to [Child protection policy](#), [Behaviour Policy](#), [Equal Opportunities and Diversity Policy](#), [SEND Policy](#), [Children in Care and Looked After Children Policy](#), [Recruitment Policy](#), [Staff Behaviour Policy](#) and [Confidentiality Policy](#)

All staff at Puddleducks are fully supported to help them meet the requirements of their job description and to ensure the welfare of the children in our care. All staff members will be allocated a line manager to act as a mentor and give help and guidance in their role. We have an ethos of mutual respect, and encourage all team members to support each other in their role, and all staff are willing and able to give support and guidance to their co-workers to help whenever they can.

Job Title (Supervisee)	Line Manager (Supervisor)
Playleader	Chair Person
Group Leader	Playleader
Playgroup assistant	Group Leader/Playleader
Volunteers and students	Group Leader/Playleader

Effective supervisions allow for open communication and promotes best practice. Having time away from the children to reflect on practice is an ideal opportunity to self-evaluate and reflect on our own practice. Supervisions are not about being judged and telling someone they are not very good at their job but about looking at their performance and supporting them. Practitioners need to feel valued, appreciated and when a manager demonstrates a positive approach to reviewing their work this can help achieve a clearer and wider perspective.

## The purpose of supervision is:

- To provide a regular time for staff members to be supported and reflect upon their work and all areas affecting their health and wellbeing
- To assess each staff members suitability to work with young children
- To develop understanding and skills within their work and arrange training
- To give praise and constructive challenge
- To clarify priorities
- To monitor and reflect on personal performance and workload
- To identify problems and look for solutions
- To discuss any personal factors that are affecting work and provide support
- An opportunity to moderate, observe practice and review judgements to ensure accurate and consistent assessment of children's developmental milestones/concerns about children

## Key elements of effective supervision

Effective supervision helps staff to feel motivated, boosts team morale and creates a happy and productive work place. This helps to establish a strong teamwork ethic and mutual respect which leads to good staff retention. The supervision process should also help staff feel emotionally supported, address any conflicts within the team and make sure staff members are achieving a suitable work/life balance and can manage their work load.

Supervisions enable the supervisee to:

- Be clear and confident in their individual responsibilities and roles.
- Reflect on their own personal practice, knowledge and skills.
- Provide consistency and a clear team approach.
- Give constructive feedback and guidance.
- Celebrate success and achievements.
- Discuss issues affecting their health and well-being.
- Build confidence and capability.
- Have the opportunity to talk openly on a 1:1 basis

Supervisions enable the supervisor to:

- Ensure the team members understand how to help Puddleducks Playgroup move forward and continue to prosper and succeed.
- Ensure their team members are managing their work load.

- Ensure we are providing the best possible provision for the children and parents.
- Clearly communicate between the team.
- Improve communication and share responsibility.
- Find out about staff as individuals and enable them to understand our aims for the future of Puddleducks Playgroup and how they can contribute to it.

Benefits to Puddleducks:

- Staff members respectfully challenge practice in pursuit of continual improvement.
- Effective management of performance and capabilities
- All team members meet our level of standards and objectives and our policies and procedures are followed.
- Children and their families receive the highest quality care and service
- Staff retention
- The children in our care are safeguarded.

Methods of supervision

Supervision takes place in a range of different ways, and can be both formal and informal, planned and spontaneous. The process should be about the individual staff member's wellbeing, providing emotional support and development in order to enable them to do their job to the best of their ability. Supervision is looked upon as a way of making sure we are all working together to provide the best possible outcomes for the children in our care. Each staff member is supported in their role, and feedback and guidance is given constructively (not critically) to help them develop their skills.

<b>Informal supervision</b>	<b>Formal supervision</b>
Daily feedback and guidance	Termly peer observations
Staff discussions and peer support	Termly supervision meetings
Feedback from parents	Termly group staff meetings
Comments from children	Annual appraisals
Interactions with children to aid learning	Cohort tracking

Supporting new staff

All new staff members will receive a full induction into Puddleducks playgroup, from the Playleader (Sarah Ireland), to help them fulfil their job description. New staff will receive monitoring, supervision and mentoring by a more experienced member of the team until they are able to fulfil the requirements of their job description. Regular Staff Supervision meetings are scheduled to give support and direction, and are held at least once a term, but more frequently if required, with the Playleader or Group Leader. All new members of staff will have a mid-probation period review approximately 3 months after their start date. This will be an opportunity to provide feedback on performance and agree an action plan detailing the support that will be given to help them further develop in their role.

Supervision meetings

Formal regular supervision meetings are pre-planned as part of our long-term plan (prepared by the Group Leaders and Playleader at the beginning of the academic year). This ensures that sufficient notice is given to ensure that both the supervisor and supervisee can be fully prepared and organised for the meeting. Each Individual staff member has a termly supervision meeting scheduled in the diary, stating the date and time of the meeting. The meetings are arranged to allow adequate time (between 45 minutes to 1 and a half hours as required) to discuss all the important information. The meetings take place in the office, where staff can talk openly and privately, away from disruption. If the meeting needs to be cancelled, it is rescheduled as soon as possible. The staff member is issued with the relevant paper forms beforehand and it is explained how to complete the records. All staff members sign a supervision agreement form to show that they understand the purpose of supervision and how it will take place. Each staff member is asked to complete a supervision record sheet before the meeting which also acts as an agenda of what will be discussed. The meetings will be used to discuss any concerns about the children's welfare that staff members would like to discuss on a 1:1 basis. This includes opportunities for 'Whistle Blowing' and sharing concerns about fellow staff members. Each staff member must also use this as an opportunity to disclose any personal information which may affect their suitability to work with children or any personal issues which are affecting their work. Each staff member is encouraged to reflect on their own personal professional development and use the supervision meeting as an opportunity to ask for help and support in their role.

The meeting is used to review the children's LearningBook records and check the observations and assessments are accurate, and aiding the child to progress and develop. We will identify key areas for improvement and what we can do to support the children to make progress. Any agreed action plans that have been put in place following staff meetings or previous supervision meetings are reviewed (i.e. My Plans for children with SEND, special requirements for children who we have identified as a welfare concern or particular changes that we have made for a child).

The staff member's line manager will also use the meeting as an opportunity to further develop the staff member's skills to ensure they are able to meet the responsibilities outlined in their job description. We also use this as an opportunity to discuss and review the staff member's interactions with the children. We refer to the peer observation and child observations, giving useful feedback on what went well and suggestions on how the interactions could be even better. Reflective and professional discussion will address any performance issues or gaps in knowledge/experience and what agree what further training and mentoring can be provided.

Staff members are encouraged to suggest any changes to our provision that they feel are necessary (i.e. suggesting adaptations to the daily routine to help a child, or requesting we purchase a piece of equipment). The action plan at the bottom of the Supervision record is completed during the meeting, to ensure that the staff member is able to fully understand what needs to be completed, who will complete the action and agree a deadline. Staff supervision records are stored in their personal file, and signed by the staff member and line manager as a written account of the meetings.

#### Appraisals

Annual appraisals are held towards the end of the academic year to look back on each staff member's performance over the past year. The appraisal is a two-way process and encourages the staff member and their line manager to reflect and analyse what went well and what can be done better in the future. The appraisal should help the staff member to feel motivated to strive to develop their skills and make them feel valued and encouraged in their role by celebrating and recognising success. Development areas should be addressed, but with recognition of any factors that may have impacted on their performance (i.e. lack of time/resources, staff absence due to illness, lack of training or guidance). The appraisal should also look forward into the future, setting action plans of what can be done to improve the staff member's performance and agreeing what training would be beneficial to help build skills and knowledge.

# Staff Behaviour Policy

(Cross reference to Working in Partnership with Parents and Carers Policy, Child Protection Policy, Confidentiality Policy, Key Person Policy and Personnel Policy)

## Relationships

Puddleducks staff should maintain a professional relationship with the parents/carers of the children in our care. No sexual or personal relationship should be formed with parents/carers of children attending Puddleducks as this would be beyond the boundaries of a professional relationship.

## Behaviour outside work

Puddleducks staff members who are registered with a social networking site (i.e. Facebook etc.) must never disclose any information about their work in Puddleducks. It is also important to remember that parents/carers of children attending Puddleducks playgroup may view photographs, comments etc. that are posted on-line, which may result in a break down in our trust or their faith in Puddleducks staff to provide a high level of care to children attending the playgroup. Puddleducks staff members must at all times remember that they are an ambassador for Puddleducks Playgroup, and should always be professional and confidential when dealing with parents outside of working hours. Puddleducks staff should also bear in mind how they manage their own children's behaviour when outside of the workplace as this directly influences a parent's professional judgement of our care to children.

## Staff behaviour

### **Staff members must:**

- Carry out their role with dedication and commitment
- Work with the parents and children in our care professionally and politely.
- Be careful to use Puddleducks resources effectively and efficiently, and minimize unnecessary cost to the charity.
- Respect confidentiality at all times.
- Comply with Puddleducks policies to meet OFSTED regulations.
- Comply with local health and safety regulations and no smoking policy
- Arrive at work on time and be reliable.
- Puddleducks staff must be aware that certain behaviours can lead to disciplinary or criminal proceedings and may result in dismissal.

### **Staff members must not:**

- Use paid work time for personal activities.
- Use any Puddleducks resources for unauthorised purposes.
- Possess or be under the influence of alcohol or other intoxicating substances.
- Discriminate against other people on grounds of age, gender, disability, marital status, race, sexual orientation or religious belief.
- Harass, victimise or bully anyone.
- Remove Puddleducks property without authorisation.

## Whistle blowing

Whistle blowing is the term used for an employee raising concerns about practices and procedures in their workplace. Therefore it is every Puddleducks staff members' duty to report any concerns of a fellow co-workers conduct to the Playleader or Chair Person. Staff members may also contact the OFSTED whistle blowing hotline directly on **0300 123 3155**

Puddleducks fully understands our responsibility under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the DBS where a member of staff is dismissed (or would have been dismissed, had the person not left their employment with us first), because they have harmed a child or put a child at risk of harm. We would also contact OFSTED with details of any significant event, which is likely to affect the suitability of any person who is in regular contact with the children under our care. The disqualified member of staff would be required to obtain a waiver from OFSTED before they could continue their work with children.

## Minor Disagreements

Minor disagreements among playgroup staff, or between staff and the committee, can usually be resolved at the regular staff management meeting or informally by discussion.

Examples of minor offences include:

- Lateness
- Discourtesy
- Minor forms of harassment or bullying that have been dealt with informally
- Use of mobile telephone at inappropriate times (all mobile telephones must remain in staff members' bags, trays or behind the bar during working hours, and should be for emergency use only).

Gross misconduct is where a major disciplinary offence is of such a serious nature that it destroys the bond of trust between you and Puddleducks playgroup as your employer and makes any further working relationship impossible.

It includes offences of:

- Theft
- Assault or threats of assault towards a colleague or child
- Inappropriate behaviour towards a colleague or child
- Serious harassment or discrimination
- Theft of Puddleducks property
- Unauthorised borrowing or possession of money or property
- Malpractice, deception, falsification of documents
- Abuse or misuse of official IT equipment.
- Breach of Puddleducks policies relating to OFSTED regulations
- A Staff member's unacceptable behaviour inside or outside working hours bringing the reputation of Puddleducks playgroup into disrepute.
- Leaving the premises without gaining permission from the Playleader during contracted working hours.
- Culpable negligence, or failing to take reasonable care at work
- Refusing to obey a reasonable instruction and being disrespectful to senior staff
- Drunkenness, being unfit for work owing to the effects of alcohol, drugs or other intoxicating substances.
- Being absent from work without notifying the playgroup, of illness or sufficient reason

This is not an exhaustive list.

## Disciplinary Procedure

A more serious situation arises when a dispute cannot be resolved, or when the committee and or Playleader is dissatisfied with the conduct or activities of an employee.

Any disciplinary matter will normally be dealt with using the following procedure. At every stage the employee should be given reasonable notice (5 days) that the disciplinary hearing is due to take place to give him/her the opportunity to prepare his/her case, and she/he should be offered the opportunity to be accompanied by a colleague or union representative if she/he so wishes. The disciplinary panel will consist of the Playgroup Chair and two nominated committee colleagues, who should ensure that confidentiality is maintained within the panel.

- **Oral Warning**
  - The employee should be interviewed by the disciplinary panel who will explain the complaint.
  - The employee will be given full opportunity to state his/her case.
  - After careful consideration by the Management Committee, and if a warning is considered to be appropriate, the employee needs to be told:
    - What action should be taken to correct the conduct
    - That she/he will be given reasonable time to rectify matters.
    - What training needs have been identified, with timescales for implementation
    - What mitigating circumstances have been taken into account in reaching the decision
    - That if she/he fails to improve then further action will be taken.
    - That a record of the warning will be kept.
    - That she/he may appeal against the decision within a limited time period (5 days).
- **Formal Written Warning**

If the employee fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant an initial oral warning:

- The employee will be interviewed and given the opportunity to state her/his case. (Reasonable time must be allowed for the employee to prepare his/her case.)
  - If a final warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee.
  - The letter will:
    - Contain a clear reprimand and the reasons for it.
    - Explain what corrective action is required and what reasonable time is given for improvement.
    - State what training needs have been identified, with timescales for implementation.
    - Make clear what mitigating circumstances have been taken into account in reaching the decision.
    - Warn that failure to improve will result in further disciplinary action which could result in a final written warning and, if unheeded, ultimately to dismissal with appropriate notice.
    - Explain that s/he has a right to appeal against the decision.
- **Final Written Warning**

If the employee fails to correct her/his conduct and further action is necessary, or if the original offence is considered too serious to warrant any initial warnings:

    - The employee will be interviewed and given the opportunity to state her/his case. (Reasonable time must be allowed for the employee to prepare his/her case.)
    - If a further formal warning is considered to be appropriate, this will be explained to the employee and a letter confirming this decision will be sent to the employee.
    - The letter will:
      - Contain a clear reprimand and the reasons for it.
      - Explain what corrective action is required and what reasonable time is given for improvement.
      - State what training needs have been identified, with timescales for implementation.
      - Make clear what mitigating circumstances have been taken into account in reaching the decision.
      - Warn that failure to improve will result in further disciplinary action which could result in dismissal.
      - Explain that s/he has a right to appeal against the decision.
- **Dismissal**

If the employee still fails to correct his/her conduct, or in a case of gross misconduct then:

    - The employee will be interviewed as before.
    - b. If the decision is to dismiss, the employee will be given notice of dismissal, stating the reasons for dismissal and giving details of the right to appeal.

### **Suspensions**

If the circumstances appear to warrant instant dismissal, an employee may be suspended with pay while investigations are being made. These should consist of obtaining written statements from all witness to the disciplinary incident, and from the employee who is being disciplined. Obviously these investigations should be carried out within as short a time as possible.

Instant dismissal is possible only in extreme circumstances of gross misconduct. Examples of such misconduct would be:

- Theft or fraud
- Ill-treatment of children
- Assault
- Malicious damage
- Gross carelessness which threatens the health and safety of others
- Being unfit through use of drugs or alcohol.

Otherwise, an employee should not be dismissed without the appropriate warnings.

### **Appeals**

At this stage of the disciplinary procedure the employee must be told she/he has the right to appeal against any disciplinary action, and that the appeal must be made in writing to the Playgroup Chair within five days of a disciplinary interview. The appeal hearing should be

heard, if possible, within 10 days of receipt of the appeal. In a community group, two or three committee members - not, if possible, those involved in the initial disciplinary procedures - will serve as an appeals committee. If this is not possible, the appeal group may consist of the same people as the original panel, and they must make every effort to hear the appeal as impartially as possible. The employee may take a colleague or trade union official to speak for her/him.

- The employee will explain why s/he is dissatisfied and may be asked questions.
- The Leader or Chair will be asked to put their point of view and may be asked questions.
- Witnesses may be heard and may be questioned by the appeals, committee and by the employee and the Leader or Chair.
- The committee will consider the matter and make known its decision.

A written record of the meeting will be kept.

### **Grievance Procedure**

If an employee is dissatisfied she/he must have the opportunity for prompt discussion with her/his immediate supervisor. If the grievance persists, a management panel should be set up for the purpose of further discussion, at which the employee may, if she/he wishes, be accompanied by a colleague. There must be a right of appeal, to the full Playgroup committee. At this level also, the employee's colleague or trade union official may be present. The aim of the above procedure is to settle the grievance fairly and as near as possible to the point of origin. It is intended to be simple and rapid in operation.

# Key Person Policy

(Cross reference to [Working in Partnership with Parents and Carers Policy](#), [Personnel Policy](#), [Children in Care and Looked after children Policy](#), [Equal Opportunities and Diversity Policy](#), [Sick Child and Medication Policy](#), [Confidentiality Policy](#) and [SEND Policy](#))

All children at Puddleducks are assigned a Key Person, who is suitably qualified (achieved or working towards an appropriate recognised level 3 childcare qualification) and receives full support and guidance in the role. Each child is assigned a Key Person prior to starting Puddleducks, and parents are informed of which staff member will be responsible for their child's welfare and development. When assigning a Key Person, we firstly consider the age of the child, and then which staff member will have the most contact with the child. For some children, due to the days that they attend Puddleducks, it may be that their Key Person is not working on one of the days that the child attends. In this circumstance, the Playleader will act as a Buddy Key Person, and will fulfil the duties of the Key Person to ensure the child is still fully supported.

A staff member will do a home visit prior to each child starting Puddleducks to get to know the family and to complete the necessary forms. The Key person will then liaise with the parents to enable the settling in process to work well. The Key Person will help each child to settle into Puddleducks and make sure they are enjoying their experience with us. During the settling in process, the Key Person will shadow the child to help them feel safe and secure, and support them to understand the routine and environment. Tailored support and distraction with favourite toys and activities are used to help children who find separating from their parents difficult, and young children gradually build up to staying for a full session over the period of around 6 weeks.

The Key Person is the child's and parents' main contact at Puddleducks, and will take full responsibility for ensuring the children in their group are well cared for and nurtured during their time at Puddleducks. On a day to day basis, each child's Key Person will be responsible for changing their nappy, supporting toilet training, putting in place plans to support and extend development and needs, administering medication when needed, and giving feedback to parents.

The Key Person will make regular observations of the children in their care and complete LearningBook Learning Journeys to identify the child's progress through the EYFS, and plan for 'next steps' in the child's learning. If the Key Person has concerns about a child's welfare or development needs, this is discussed with the Playleader as SENCO and DSL, and appropriate measures for support are agreed with the child's parents, and plans are put in place.

The Key Person will meet with parents after their child has been in the group for approximately 6 weeks to discuss how the child is settling in and share their progress to date. The key person will also liaise with other carers such as child minders or other nurseries/playgroups. A 2 year check or baseline assessment is also discussed and agreed at this time. We also schedule two parents' consultation evenings a year for parents to discuss their child's progress with their child's key person.

Parents can approach their child's Key Person to arrange a meeting or to see their child's records whenever they wish. LearningBook Learning journeys are easily accessed online and parents are issued with login details for their child's account. The Learning Journeys are updated regularly. Parents are requested to have input into their child's learning journeys, and are invited to capture their child's voice by noting down their comments about their learning journey, or notify us of any learning achievements at home. All staff will keep information shared with them by parents confidential. It will only be shared with the Playleader and other staff members on a need to know basis.

Although the child's key person will take overall day-day responsibility for the children in their group, the children will have contact with and be cared for by all members of staff during the daily routine.

# Sick Child and Medication Policy

(Cross reference to Key Person Policy, Health and Safety Policy, Food and Drink Policy and Accident and Injury Policy)

To prevent cross infection, staff members, volunteers or children suffering from illness or infection should not attend Puddleducks playgroup. We do not provide care for children who are unwell, have a high temperature, or sickness and diarrhoea, or who have an infectious disease. This is in line with the Health Protection Agency's 'Guidance on Infection Control in Schools and other Childcare Setting'.

Puddleducks adopts a **48-hour rule** for sickness and diarrhea. This means that children and staff cannot return to Puddleducks until 48 hours after their last bout of sickness and/or diarrhea. Children's nappies and toilet visits will be individually monitored. If a child is displaying obvious sickness and diarrhea they will be sent home. If a child informs us they have been sick in the night and we are concerned we will contact the parent to see if this is the case and if necessary come and collect their child. If child complains of feeling sick or having stomach pains, we will use our judgement whether it is necessary to contact the child's parents.

If a child has been unwell in the night, parents should keep them at home for the next day to ensure they are not developing any illness. Parents are advised to consult Playgroup before returning their child after illnesses such as chickenpox or refer to our Puddleducks Playgroup A-Z on infectious illnesses.

In the event of staff deciding a child is not well enough to be in the setting, they will be removed to a quiet corner and monitored by a member of staff and parents will be telephoned to come and collect the child. If we are unable to contact the parents the emergency contacts will be asked to come and collect the child. If a child becomes seriously unwell, parents/carers will be telephoned and asked to return to Puddleducks immediately, and a 999 call will be made if necessary.

**The nearest hospital with a casualty department is STROUD GENERAL - 01453 762283**

If Puddleducks have reason to believe that any child is suffering from a notifiable disease identified as such in the Public Health (Infectious Diseases) Regulations 1988, we will inform the relevant services and OFSTED. A list of notifiable diseases is kept on file and displayed for staff to refer to. If Puddleducks is informed of a serious infectious illness we will follow the up to date guidelines from Education and Health authorities.

## Procedure in the case of serious or notifiable infectious illness:

The Public Health England South Region (Tel [0300 303 8162](tel:03003038162)) is notified of any infectious disease that a qualified medical person considers notifiable. (Infectious Disease Notification Act 1889).

- We will inform the parents of vulnerable children immediately. Vulnerable children are those with heart, kidney, and immunity conditions, and sometimes asthma.
- We will then inform all other parents who can then make their own decision about whether to leave their children in the setting.
- We will advise outside agencies that may be affected such as other local nurseries and the local schools or childminders if we know we share children.
- We will also advise anyone due to visit us or who has visited us in the last few days.
- If a child shows any symptoms that give cause for concern once at Playgroup we will contact the parents or emergency contact to come and collect the child having isolated him or her from the other children.
- If the advice is that we close playgroup this will be done. We will contact as many people as we can otherwise a notice will be placed on the door.
- If we are open parents are asked not to send children showing any symptoms of any serious infectious illness. Staff who feel they may have the symptoms are requested to advise the Playleader and stay away. A guideline on when a child can return to Puddleducks is when they have not had a temperature and main symptoms for more than 48 hours.

- We will be extra vigilant with hand washing and toys that go in children's mouths. We will not use the musical instruments, playdough, water/messy play and restrict the toys in the home corner. We will use anti-bacterial spray to clean the tables, play surfaces and regularly disinfect the toilet and hand washing areas.
- Staff will regularly wash their own hands and use anti-bacterial gel when they cannot get to water and soap.
- We will spray appropriate toys with disinfectant and wash all other toys in the dishwasher on a hot cycle.
- Children will be told to cough and sneeze into tissues, which we will then bag and bin. Children/staff will then wash their hands.
- We will follow advice on how to control further outbreaks of the illness.

### Medication

As part of the admissions process, parents are required to inform Puddleducks of any serious health problems, asthma or allergies that their child may have. If a child has or develops a serious medical condition, parents are required to complete a Health Care plan. It may be necessary to consult the insurance company or obtain legal advice with regard to their requirements. If the administration of prescribed medication requires medical or technical knowledge, tailored training is provided for at least 2 relevant members of staff by a health professional prior to the child attending Puddleducks. We will ask parents to review their Child's registration form and health requirements to check details are correct when children who attend Puddleducks are prescribed medication.

Parents of children with asthma must notify the Playleader and an Asthma register form must be completed. Parents must send in named inhalers and a spacer, to keep at Puddleducks so it is always on hand. All inhalers are stored safely and are easily accessible to staff during the session and will be taken on outings or walks away from playgroup setting

Puddleducks is able to administer medicines to the children in our care following written permission from the child's parent and/or carer, and we will inform the child's parents and/or carers on the same day, or as soon as reasonably practicable of the time that the medicine was given. All medication will be clearly labelled and stored correctly, away from the children. Medication will not be shared between children. Parents/carers must give prior written permission for the administration of medication, by the completion of Medication record form, each time a medicine is required to be administered to their child. The Medication record form states the name of the child, name/s of parent(s), the date, the name of the medication and prescribing doctor, nurse, dentist or pharmacist, the dose and times, or how and when the medication is to be administered. The child's Key Person should take responsibility for administering medication to the child, and must sign the Medication record form when the medicine has been given. On collection, the Puddleducks staff should ask the parent/carers to sign the medication form to confirm they have been informed that the medicine was administered.

### **Personal care procedures:**

Guidelines for changing children who require a nappy change or change of clothes:

- Parents are asked to change their child's nappy at the last possible moment before bringing them to Puddleducks.
- The child's Key Person will be responsible for changing their nappy when required, or after lunch.
- Staff always wear a fresh pair of disposable gloves and if necessary a protective apron for each child.
- Children's own wet wipes will be used where supplied or non-fragrant wipes kept by Puddleducks when required.
- Nappies are double wrapped in nappy sacks, and then hygienically disposed of in the nappy bin, along with the protective gloves and apron.
- Staff members must wash hands after changing clothes or nappies.
- Wet clothes will be put in a carrier bag and put in the child's bag or hung on their peg.
- If a child is still inclined to have frequent "accidents" parents are asked to take their child to the toilet just before settling them into the session.
- Children's own change of clothes will be put on them if supplied, otherwise Puddleducks keeps spare clothes.
- Parents will be asked to wash and return Puddleducks' clothes
- If a staff member notices any marks, rashes or injuries on the child a note will be made or communicated to the child's parent and DSL.

# Food and Drink Policy

(Cross reference to Sick Child and Administration of Medication policy and Health and Safety Policy)

Puddleducks requires parents to provide a healthy packed lunch (we suggest a sandwich, some fruit, yoghurt and maybe a small treat of a cake or biscuit) for their child to eat during their time at Puddleducks. Puddleducks will provide fresh fruit and a healthy carbohydrate option for the children to also eat at snack time (for example breadsticks, rice cakes, crackers etc.), and a choice of milk or water for the children to drink. Parents are asked to prepare their child's food safely, and grapes and carrot sticks etc., should be cut up so it does not pose a choking hazard to their child. Parents are asked to provide a named bottle of fresh drinking water for their child, which is available and accessible to the children at all times, and will be refilled with fresh drinking water if required throughout the day. Children's lunchboxes are refrigerated until lunchtime.

Children are encouraged to understand about healthy eating through snack time and particular topics. Children are encouraged to try different foods relating to a topic, for example tasting tropical fruit or Indian breads.

The all staff attend Food Hygiene training every 3 years and ensure that all foods are prepared and handled correctly. The kitchen area is adequately equipped and maintained for the hygienic preparation of food for children.

The children eat their lunch and snacks in the main hall. The tables and floor areas are cleaned and sanitised before and after the children eat. Children each have a clean cup and plate for snack time, and the fresh drinking water and milk is provided for the children to drink.

## Food Hygiene Procedures:

- The kitchen cupboards and fridge are cleaned at the end of every term, and foods are checked to ensure they are still in date.
- If food poisoning has been diagnosed by a doctor and it is possible that the source is Puddleducks, the Playleader will contact the Environmental Health Department to report the outbreak. Puddleducks will notify OFSTED of any food poisoning affecting two or more children cared for on the premises. Notification will be made as soon as is reasonably practicable, but in any event within 14 days of the incident.
- Foods are stored correctly in the fridge, and the temperature of the fridge is regularly checked and monitored.
- Utensils and crockery are cleaned with hot water and detergent and stored appropriately
- Staff preparing foods wash their hands thoroughly with anti-bacterial soap and hot running water.
- Different bowls are used for washing utensils used for snack and for paint and glue pots
- Dish cloths and drying up cloths changed daily, and washed on a 60 degree cycle and thoroughly dried before packing away.
- Staff members must not attend work for 48 hours following an episode of sickness and/or diarrhoea.

## Food allergies

As part of the admissions process, parents must inform Puddleducks of information about any special dietary requirements, preferences and food allergies that their child has, and any special health requirements. The Playleader will display a list of children with allergies so all staff are aware of the child's needs. If there is a serious allergy such as a nut allergy, all parents are made aware of this and asked not to send in foods containing this allergen.

Puddleducks keeps a record of all the ingredients used in cookery activities, or provided to the children for snack (or at our Christmas party or Summer Leavers Party) and the 14 main allergens listed by the EU that appear are identified and the information displayed for parents and carers to see in the main hall. Due regard is paid to all allergies when deciding what the children will cook in relation to a topic, and a suitable replacement made (i.e. dairy/gluten free alternatives). Parents are asked not to send in sweet biscuits, cakes or sweets to give out to the children for birthdays without consulting staff. Any such treats must be shop bought, with

the original packing, and not homemade. Details of any allergens will be displayed for parents' information.

# Behaviour policy

(Cross reference to Inclusion, SEND policy, Key Person Policy, Children in Care and Looked after children Policy, Child Protection Policy and Staff Behaviour Policy, Equal opportunities and Diversity Policy)

Sarah Ireland is responsible for Behaviour Management.

Puddleducks Playgroup believes that everyone has the right to enjoy their session without fear of being hurt or unfairly restricted by anyone else. We ensure every child is aware of the boundaries and rules that should be followed. Staff support the children, and ensure every child is listened to and understands who they can turn to for help.

We aim to provide an environment that promotes acceptable behaviour and where children are able to learn to respect themselves, other people and the environment and equipment. We believe that promoting positive behaviour is important within our community, as it leads to social and moral acceptance and helps children form relationships, have self-esteem, personal pride and a positive outlook.

Through play based activities children are encouraged to talk about feelings and to know how to react to other children who are hurting them or being unkind. We use teaching times such as tidy up time, meal times, and getting ready to go out to play as opportunities to promote positive behaviour.

Puddleducks staff, volunteers and students are required to model appropriate behaviour and to treat each other and the children with friendliness, care and courtesy. All staff are required to consistently use positive strategies for managing children's behaviour, and to find ways to help children resolve their difficulties appropriate to the child's age and stage of development. We recognise that codes for interacting with other people may vary between cultures and ensure these are respected and valued. We familiarise new staff, students, volunteers and parents/carers with our behaviour policy and its guidelines for behaviour. This information is included within staff/student induction packs and the policy is available to parents via our website.

Puddleducks staff praise acceptable behaviour, such as kindness to others, good listening, playing nicely together, helping to tidy up, walking inside and a willingness to share. Our 'Puddleducks Golden rules' are simple and clear and are used to give the children clear understanding of the behaviour that we aim to promote at Playgroup. Parents are asked to support and respect these rules to give consistency to the children. Pictures of the simple rules are displayed and drawn to children's attention when necessary. Immediate rewards in the form of verbal praise and a star or sticker are given to the children when they show understanding and follow the Golden rules.

Unacceptable behaviour includes spitting, scratching, hitting, pushing, bad language, pinching, biting, and deliberately spoiling the toys. Parents will be informed of any serious and repeated unacceptable behaviour and a plan to change the behaviour will be discussed with the parents and implemented. Puddleducks will not bring every misdemeanour to parents' attention. It is important for children to learn to manage and control minor conflicts. Staff will use observations to assess potential triggers or reasons why a child is behaving inappropriately. It is made clear that it is the behaviour and not the child that is unacceptable. Following the observations, plans are then put in place to support the child, and we will review our practice to see if any changes to the routine, layout of the room, investment in new equipment or resources, or specialist staff training will be required.

Positive guidance will be used, such as intervention, anticipation and elimination of potential problems and triggers. Children will be encouraged to seek out an adult to resolve conflicts and not inflict revenge. Consequences for young children must be immediate and relatively short, such as being moved to another area of play while they calm down. Puddleducks staff endeavour to use positive language at all times and to explain why certain behaviour is not acceptable (for example throwing the sand – hurts other children, makes the floor slippery). Terms such as 'naughty' and 'bully' should not be used. In cases of misbehaviour staff will go over to the child to discuss their behaviour. However if there is an immediate danger, they may be required to shout across the room.

If it is necessary to remove a child from a situation because they have persistently hurt another child or deliberately damaged equipment or spoilt another child's activity, a staff member will take the child to another area and talk through the problem and engage the child in another activity. Physical intervention may need to be taken for the purpose of averting immediate danger or personal injury to any person, including the child or to manage the child's behaviour if absolutely necessary. On occasions where physical intervention is used, parents and/or carers will be informed on the same day, or as soon as reasonably practicable. All situations will be logged on a Behaviour Sanctions form. If any physical intervention were to leave a mark on a child, the incident will be recorded on an accident or incident form and parents will be asked to sign that they have been told about the incident. Puddleducks will inform the LADO and follow any advice given.

Staff will attend courses to help understand difficult behaviour and if necessary the Special Needs Co-ordinator will draw up a My Plan with the parents and seek outside guidance if required. If in very rare circumstances a child's behaviour becomes such that Puddleducks cannot support the child any more, then child's parents will be asked to make alternative arrangements. Likewise if a parent is unable to accept our policies and procedures it will be suggested that they may wish to look for a different setting.

Parents staying for a session must refer unacceptable behaviour problems to staff and are asked to be confidential and not discuss behaviour or difficulties of children with other parents. Behaviour witnessed on one day may not be the normal behaviour for a child. If we have concerns of any nature we will discuss it with the parent involved and they should not hear it from anyone else.

### **Bullying**

We are open to the possibility that instances of peer to peer abuse can occur and will deal with such instances in-line with this policy and our Child Protection Procedures.

Bullying involves the persistent physical, emotional or verbal abuse of another child or children. If a child bullies another child or children we will:

- Intervene to stop the child harming the other child or children
- Explain to the child doing the bullying why his/her behaviour is not acceptable
- Give reassurance to the child or children being bullied.
- Make sure the child who has done the bullying receives praise when they display more acceptable behaviour. When a child has been bullied we will discuss with the parents what has happened and work out a plan with them for handling behaviour

# Health and Safety Policy

(Cross reference to Personnel policy, Food and Drink Policy and Sick child and Medication Policy)

Puddleducks believes that the health and safety of children is of paramount importance. We make our setting a safe and healthy place for children, parents, staff and volunteers. The Early Years Foundation Stage Statutory Framework has reduced the need to have a written Health and Safety Policy, however as a setting employing more than 5 members of staff, to meet Health and Safety Executive legislation, and to comply with the conditions of our insurance company, we have kept our Health and Safety Policy in place.

We aim to make children, parents and staff aware of health and safety issues and to minimise the hazards and risks to enable the children to thrive in a healthy and safe environment.

Puddleducks holds full public liability insurance and employers' liability insurance. The certificates for Public and Employers liability insurance are displayed on our notice board. The Playleader (Sarah) is the named person responsible for Health and Safety, and has received full training in this role. Health and Safety training is updated every 3 years.

## Risk assessment

Puddleducks takes all reasonable steps to ensure staff and children in their care are not exposed to risks. Our Risk Assessments demonstrates how we are managing risks. Our Risk Assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised. Our Risk Assessment process covers adults and children and includes:

- Checking for and noting hazards and risks indoors and outside, and in our premises and activities. This includes activities away from the setting.
- Assessing the level of risk and who might be affected
- Deciding which areas need attention
- Developing an action plan that specifies the action required, the time-scales for action, the person responsible for the action and any funding required
- Anything which a child may come into contact with during a session
- For activities away from the setting e.g. outings, we will consider the appropriate adult to child ratios

Following Health and Safety Executive Legislation the risk assessments are recorded in writing.

- We maintain lists of health and safety issues, which are checked:
- Daily before the session begins
- As and when a new risk or change is identified
- Reviewed mid-way through the year and changes made where needed.
- Once a year - when a full risk assessment is carried out

## Awareness raising.

- Our induction training for staff and volunteers includes a clear explanation of health and safety issues so that all adults are able to adhere to our policy and procedures as they understand their shared responsibility for health and safety. The induction training covers matters of employee well-being, including manual handling and the storage of potentially dangerous substances.
- Records are kept of these induction training sessions and new staff and volunteers are asked to sign the records to confirm that they have taken part.
- Health and safety issues are explained to the parents of new children so that they understand the part played by these issues in the daily life of the setting.
- As necessary, health and safety training is included in the annual training plans of staff, and health and safety is discussed regularly at staff meetings.
- We operate a no smoking policy to ensure that no one smokes in any area where the children are present or about to be present, including the outside area and outside of the entrance.
- Children are made aware of health and safety issues through discussions, planned activities and routines.

### Children's safety

- We ensure all employed staff, regular volunteers, Officers of the committee and students have been checked with a criminal records check from the Disclosure and Barring Service.
- We remind staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings which may affect their suitability to work with children (whether received before or during their employment at the setting)
- Adults do not normally supervise children on their own.
- All children are supervised by adults at all times.
- Whenever children are on the premises at least two adults are present.

### Security

- Systems are in place for the safe arrival and departure of children. The times of the children's arrivals and departures are recorded.
- The arrival and departure times of adults - staff, volunteers and visitors - are recorded.
- Children are only released into the care of individuals named by the parent when prior notice (preferably written) is given.
- Our security systems prevent children from leaving our premises unnoticed.
- The personal possessions of staff and volunteers are securely stored during sessions.
- Our security systems prevent unauthorised access to our premises.
- All registers for children, staff, students and volunteers are checked at the end of each term to ensure everyone has been signed in and out and also to look at any patterns of absence.
- Procedures are in place for checking the identity of visitors

### Windows

- All windows are made from materials that prevent accidental breakage or are made safe.
- Windows are protected from accidental breakage or vandalism from people outside the building.
- Windows are secured so that children cannot climb through them.

### Doors

- We take precautions to prevent children's fingers from being trapped in doors (Doors are propped when open and bolted/locked when shut).
- A fire door is fitted to the kitchen entrance.

### Floors

- All floor surfaces are checked daily to ensure they are clean and not uneven, wet or damaged.
- Caution signs are displayed to warn staff and children to take extra care if the floor may be slippery.
- Spillages are cleaned and the floor dried to prevent slipping.
- Scattered toys are picked up to prevent trip hazards.

### Kitchen

- Children do not have unsupervised access to the kitchen.
- All staff involved in preparing and handling food will be confident to do so and will receive guidance in food and hygiene.
- We ensure that our facilities are suitable for the hygienic preparation of food for children.
- All staff follow the guidelines of *Safer Food Better Business* (Obtainable from the Food Standards Agency).
- All staff attend Food Hygiene training every 3 years.
- The Playleader (Sarah) is the person responsible for food preparation and fully understands the principles of Hazard Analysis and Critical Control Point (HACCP) to risk assess the purchase, storage, preparation and serving of food to prevent growth of bacteria and food contamination, as set out in *Safer Food Better Business*.
- The Playleader (Sarah) will carry out checks for food preparation and serving and carries out daily opening and closing checks on the kitchen to ensure standards are met consistently (see *Safer Food Better Business*).
- All surfaces are clean and non-porous
- There are separate facilities for hand-washing and for washing up.

- Cleaning materials and other dangerous materials are stored out of children's reach in a locked cupboard.
- When children take part in cooking activities, they:
  - are supervised at all times;
  - are kept away from hot surfaces and hot water;
  - do not have unsupervised access to electrical equipment;
  - wash their hands before and after cooking and wear protective aprons;
  - use appropriate clean utensils and equipment (i.e. chopping boards, mixing bowls etc.).
  - Tables are cleaned and sanitized before and after use.

#### Food and drink

- All staff receive appropriate Food hygiene training every 3 years and understand and comply with food safety and hygiene regulations. (Regulation (EC) 852/2004 of the European Parliament and of the Council on the Hygiene of Foodstuffs replaces previous Food Safety Regulations and the requirements are set out in Safer Food Better Business obtainable from the Food Standards Agency).
- All food and drink is stored appropriately.
- Adults do not carry hot drinks through the play areas and do not place hot drinks within reach of children.
- Snack and meal times are appropriately supervised and children do not walk about with food and drinks.
- Fresh drinking water is available to the children at all times in their personal drinks bottles which are refilled when required. Drink bottles that are left behind at the end of the day are emptied and washed out before putting back in the child's tray.
- We operate systems to ensure that children do not have access to food/drinks to which they are allergic. These systems include obtaining information about any special dietary requirements, preferences and food allergies that the child has, and any special health requirements. This information is recorded, displayed and acted upon.
- We follow Food Standards Agency guidelines around food allergen labelling and awareness.

#### Electrical/gas equipment

- All electrical/gas equipment conforms to safety requirements and is checked annually (PAT tests each February and boiler and gas cooker will be serviced each July).
- Our boiler/electrical and gas meter cupboards are not accessible to the children.
- Radiators, heaters, electric sockets, wires and leads are properly guarded and the children are taught not to touch them.
- There are sufficient sockets to prevent overloading.
- The temperature of hot water is controlled and monitored to prevent scalds.
- Lighting and ventilation is adequate in all areas including storage areas.
- Following advice, plug socket covers are not used.

#### Storage

- All resources and materials from which children select are stored safely.
- All equipment and resources are stored or stacked safely to prevent them accidentally falling or collapsing.
- Special care is required in the cellar, to ensure heavy items are not stored on high shelves, and care should be taken to ensure that other items are not displaced when taking item off shelves. The floor area should remain clear.
- The light should be turned on before entering the cellar.
- Items that could be harmful to the children (i.e. cleaning products), are stored out of children's reach or in a cupboard fitted with a safety catch.

#### Outdoor area

- Our outdoor area is securely fenced. We use a retractable fence to section off the outdoor play area when the children are playing outside. The main gate remains bolted shut at all times and is padlocked during the session.
- The retractable fence is removed during peak drop off and collection times to allow parents to access the overflow car park spaces, and to provide a safe area for parents to reverse or turn their vehicles away from the main entrance.
- Our outdoor area is checked for safety and cleared of rubbish or any pet mess before it is used.

- Where water can form a pool on equipment, it is emptied before children start playing outside.
- Our outdoor sand pit and muddy kitchen trough are covered when not in use and are cleaned regularly.
- All outdoor activities are supervised at all times.
- We ensure that all plants are safe for young children, and keep a list of Poisonous plants in the Health and Safety file.

### Hygiene

- We regularly seek information from the Environmental Health Department and the Health Authority to ensure that we keep up to date with the latest recommendations.
- Our daily routines encourage the children to learn about personal hygiene.
- We have a daily cleaning routine for the setting which includes the main hall and pre-school room, kitchen, staff and children's toilets and entrance hall.
- We have a schedule for cleaning resources and equipment, dressing-up clothes and furnishings when required.
- The toilet area has a high standard of hygiene including hand washing and drying facilities and the disposal of nappies.

### Activities

- Before purchase or loan, equipment and resources are checked to ensure that they are safe for the ages and stages of the children currently attending Puddleducks.
- The layout of play equipment allows adults and children to move safely and freely between activities.
- All equipment is regularly checked for cleanliness and safety and any dangerous items are repaired or discarded
- All materials - including paint and glue - are non-toxic.
- Sand is clean and suitable for children's play
- Physical play is constantly supervised.
- Children are taught to handle and store tools safely.
- Children learn about health, safety and personal hygiene through the activities we provide and the routines we follow.
- Any materials used for junk modelling are clean and safe for the use of young children.

### Outings and visits

Puddleducks staff will ensure the children in our care are kept safe while on outings. Puddleducks will fully assess the risks or hazards which may arise for the children, and must identify the steps to be taken to remove, minimise and manage those risks and hazards. The assessment will include consideration of adult to child ratios.

We have agreed procedures for the safe conduct of outings.

- Parents sign a general consent on registration for their children to be taken out as part of the daily activities of the setting.
- Parents always sign consent forms before major outings.
- A risk assessment on the proposed venue is carried out before an outing takes place.
- Our adult to child ratio for outings is assessed in line with each individual risk assessment, and the needs of the children attending that outing. The ratios that we will adhere to will be clearly displayed on the risk assessment for that outing.
- Named children are assigned to individual staff and parent helpers to ensure each child is supervised and to ensure no child gets lost and that there is no unauthorised access to children.
- Outings are recorded in the settings diary stating:
  - the date and item of outing
  - the venue and mode of transport
  - names of staff assigned to named children
  - expected time of return (if know)
- Staff take a mobile phone on outings, and supplies of tissues, wipes, pants etc as well as a mini first aid pack, a snack and water. The amount of equipment will vary and be consistent with the venue and the number of children as well as how long they will be out for. Records are kept of the vehicles used to transport children, with named drivers and appropriate insurance cover.
- Staff follow our mobile phones and cameras policy and procedures relating to outings

- A minimum of two staff should accompany children on outings even where parent volunteers are assisting and a minimum of two staff should remain behind with the rest of the children.
- At least one person who holds a current paediatric first aid qualification will be present on an outing.
- Staff members and children are required to wear high visibility jackets when walking along roads. A member of staff will lead the group, with another member of staff walking at the back. When crossing roads, children must remain on the pavement area, and a designated adult will stand in the road to ensure the children have time to cross the road safely, and to stop any approaching vehicles.
- Vehicles in which children are being transported, and the driver of those vehicles, must be adequately insured.

#### Animals

- Animals visiting the setting are free from disease and safe to be with children, and do not pose a health risk.
- Children wash their hands after contact with animals.
- Outdoor footwear worn to visit farms/parks are cleaned of mud and debris and should not be worn indoors.

#### Control of Substances Hazardous to Health (COSHH)

We follow the Health and Safety Executive guidance to comply with the Control of Substances Hazardous to Health Regulations 2002. We keep the safety data sheets for appropriate substances and use these to inform their; use, storage, risks and any appropriate treatment.

#### Fire safety

- The Playleader (Sarah Ireland) is the person in charge of Fire Safety and ensures all staff are familiar with the requirements of the Regulatory Reform (Fire Safety) Order.
- Details are downloadable from the Health and Safety Executive website.
- Guidance that applies to early years settings is set out in: *Fire Safety Risk Assessment - Educational Premises* (ISBN: 978 1 85112 819 8).
- The basis of the regulations is risk assessment. The Playleader will carry out a risk assessment. This will follow the guidance as set out above.

We risk assess the building for fire safety and review this regularly.

- The kitchen area contains a fire blanket, and fire extinguishers are situated throughout the premises.
- All fire extinguishers are checked and serviced annually and replaced when required (each July), by a reputable company.
- All portable electrical appliances are checked annually (each March).
- Smoke detectors/alarms and firefighting appliances conform to BSEN standards, are fitted in appropriate high risk areas of the building and are checked as specified by the manufacturer. Smoke detectors are checked weekly and the batteries replaced when required.
- Full emergency lighting checks are scheduled annually by a reputable company.
- No cooking using deep fat frying must take place without the purchase of the appropriate fire extinguisher.
- Emergency lighting is checked at the beginning of each term.
- Our emergency evacuation procedures are developed by our Health and Safety lead and are:
  - clearly displayed in the premises
  - explained to new members of staff, volunteers and parents
  - Practised regularly at least once every six weeks and within two weeks of a new intake of children.
- These drills are recorded in detail, which includes; Date, time, number of children, number of adults, how long the drill took and any comments.
- The Fire Drill/Emergency evacuation drill Log is checked every term to look for patterns within drill timings and comments and to ensure the log has been completed correctly.

Each staff member must ensure that:

- All fire exit doors are kept free of any obstruction.
- All corridors and doorways are kept free of any obstruction.
- They are familiar with the location of all smoke alarm points.
- They are familiar with the evacuation procedure.
- All fire extinguishers are in their allocated position and are operational.
- A phone is available and charged at all times.
- They understand their allocated specific tasks in an emergency.
- They are familiar with the Emergency Evacuation drill.
- Fire doors are clearly marked, never obstructed and easily opened from inside.

Procedure in the event of discovering a fire, flood or any other reason for an emergency evacuation:

- Stay Calm.
- Sound the alarm.
- Walk do not run.
- Puddleducks staff will lead the children to the car park, picking up the daily register sheets with emergency contact details for children and staff, and a mobile phone on the walk.
- Assemble the staff and children by the gate and call the register.
- A designated staff member will check all indoor areas including the toilets before leaving the building and close the doors (if possible) when confident that there are no people left inside.
- Call 999 giving clear details of the situation to the emergency services (including number of children, staff, visitors and possible impact).

If the Emergency means that we are unable to stay on site, we have agreement to move to Chalford Hill School. We have risk assessed our route to the school. We will contact parents to collect their children and can be contacted.

#### Accident or injury

Puddleducks has a full first aid box accessible at all times, in the main hall, with appropriate content for use with children. The contents of the box are checked termly by the Playleader, and replaced when required. A separate small first aid kit is also available for walks or outings.

Puddleducks keeps a written record of accidents or injuries and first aid treatment. Parents and/or carers are informed of any accident or injury sustained by the child on the same day, or as soon as reasonably practicable, of any first aid treatment given.

Disposable gloves are used whenever a member of staff is dealing with body fluids (blood, urine, faeces, vomit and saliva). Staff with open wounds should, wherever possible, cover these wounds before dealing with body fluids to ensure that no infection can pass from adult to child or child to adult. Everyone should be treated equally but it should be remembered that it is possible that some people could be infected with Hepatitis or HIV Aids and so use of protective gloves is of paramount importance. If a parent or carer informs us that their child is suffering from either Hepatitis or HIV Aids then we will seek guidance on how to manage the illness in the setting. If we should have the need to dispose of a large quantity of bodily fluids, such as an excessive amount of blood then we will ask the local doctors surgery to dispose of it for us.

#### First Aid

- All Puddleducks staff are required to receive paediatric first aid and first aid at work training.
- Our first aid kit complies with the Health and Safety (First Aid) Regulations 1981 and follows recent paediatric first aid training recommendation
- The first aid box is easily accessible to adults and is kept out of the reach of children
- At the time of admission to Puddleducks, parents' written permission for emergency medical advice or treatment is sought. Parents sign and date their written approval.
- Parents sign a consent form at registration allowing staff to take their child to the nearest Accident and Emergency unit to be examined, treated or admitted as necessary on the understanding that parents have been informed and are on their way to the hospital.

#### Serious Illness and Accident Procedure:

- If required, call Emergency Services from telephone or mobile phone.
- Notify the child's parents. Parents should ensure that two emergency contact numbers are written on the registration form. These should be local people, who could get to the setting in half an hour.
- In the case of a serious accident two members of staff will deal with the accident and the other members of staff will look after the other children.
- Accidents involving children, staff or volunteers will be recorded on an Accident form, including details of treatment given. Parents should sign the accident report and take a copy. There will be a separate accident book for head injuries and for staff injuries.
- The Accident forms, Pre-existing injuries forms and Asthma forms are available at all times during the session.

#### Our accident records:

- Blank record sheets kept safely and accessibly on the bar. Completed records are stored confidentially in the filing cabinet.
- All staff and volunteers know where the records are kept and how to complete them
- Accident records are signed by the staff member dealing with the accident and the parent on collection of the child.
- Accident records are reviewed at least half termly to identify any potential or actual hazards, to look for any patterns in accidents occurring and to ensure all accident forms have been completed correctly and signed.
- Ofsted is notified of any serious accident, injury, illness or death of a child whilst in our care and of the action taken. Notification will be made as soon as is reasonably practicable, but at the latest within 14 days of the incident occurring.
- We will notify Gloucestershire Safeguarding Children's Board team of any serious accident or injury to, or death of, any child while in our care and will act on any advice given
- When there is any injury requiring general practitioner or hospital treatment to a child, parent, volunteer or visitor or where there is a death of a child or adult on the premises, we make a report to the Health and Safety Executive using the format for the Reporting of Injuries, Diseases and Dangerous Occurrences.

#### Dealing with incidents

We meet our legal requirements for the safety of our employees by complying with RIDDOR (the Reporting of Injury, Disease and Dangerous Occurrences Regulations). We will report to the Health and Safety Executive:

- Any accident to a member of staff requiring treatment by a general practitioner or hospital.
- Any dangerous occurrences. This may be an event that causes injury or fatalities or an event that does not cause an accident but could have done, such as a gas leak.
- Any dangerous occurrence is recorded in our Incident Book. See below.
- Information for reporting the incident to Health and Safety Officer is detailed on the following website [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor).

#### Our Incident Book

- We have ready access to telephone numbers for emergency services, including local police.
- The contact numbers for gas and electricity emergency services, carpenter and plumber etc are displayed in the office. As our premises are rented we ensure we have access to the person responsible (Sam Edmunds – Royal British Legion) and that there is a shared procedure for dealing with emergencies.
- We keep an incident book for recording incidents including those that are reportable to the Health and Safety Executive as above.
- These incidents include:
  - break in, burglary, theft of personal or the setting's property
  - an intruder gaining unauthorised access to the premises
  - fire, flood, gas leak or electrical failure
  - attack on member of staff or parent on the premises or near by
  - any racist incident involving a staff or family on the our premises
  - death of a child
  - a terrorist attack, or threat of one

In the incident book we record the date and time of the incident, nature of the event, who was affected, what was done about it - or if it was reported to the police, and if so a crime number.

Any follow up, or insurance claim made, should also be recorded. In the unlikely event of a terrorist attack we follow the advice of the emergency services with regard to evacuation, medical aid and contacting children's families. Our standard Emergency Evacuation Procedure will be followed and staff will take charge of their key children. The incident is recorded when the threat is averted. In the unlikely event of a child dying on the premises, the emergency services are called, and the advice of these services are followed. The incident book is not for recording issues of concern involving a child. This is recorded in the Child protection file.

#### Safety of adults

- Adults are provided with guidance about the safe storage, movement, lifting and erection of large pieces of equipment. All staff members receive manual handling training every 3 years.
- When adults need to reach up to store equipment or to change light bulbs they are provided with safe equipment to do so. When ladders are required, at least 2 members of staff will be on hand, to ensure the ladder is safe and prevent accidents.
- All warning signs are clear and in appropriate languages
- Staff do not remain in the building on their own or leave on their own after dark.
- The sickness of staff and their involvement in accidents is recorded. The records are reviewed termly to identify any issues that need to be addressed.

#### Premises

Puddleducks ensures that our premises, including all indoor and outdoor spaces, and all the equipment and activities that we provide, are safe, fit for purpose and suitable for the age of children in our care. Puddleducks staff are responsible for ensuring the premises be clean, adequately ventilated and well lit. Puddleducks Playgroup takes place in a rented building, and has sole use of the building. The temperature of the building is monitored by use of thermometers, and a thermostat ensures that comfortable temperature is maintained to for the comfort of the children and staff.

In the case of the Playleader arriving and finding a situation that is out of the ordinary, for example vandalism, no heating, heavy snowfall etc. that has caused any damage to the property, or poses a risk to the health and safety of the staff, children or parents, then she will use her discretion and may cancel the session or alter the rooms used. Parents will be informed of the situation when they arrive and can remove their child if they are concerned

Puddleducks premises and equipment are organised in a way that best meets the needs of children. Puddleducks is aware of our legal responsibilities under the Equality Act 2010 and will aim to make reasonable adjustments to ensure that our facilities are accessible to all.

We have an entrance hall for the children to store their coats and bags, a large main hall providing space for the children to play with a wide variety of toys and equipment, an area for the children to eat snacks and meals, a separate pre-school classroom, a kitchen, children's toilets with hand washing facilities, a staff/disabled toilet, a kitchen, storage areas, and an office where parents/carers can speak confidentially with staff, and staff can complete and store any records and administration duties.

Our outdoor play area provides the children with access to outdoor play to take part in planned activities on a daily basis (unless circumstances make this inappropriate, for example unsafe weather conditions). The children are able to choose to 'free flow' between the indoor and outdoor areas for part of the session, and all children also spend time playing outside as part of our routine.

We do not currently have a separate area for children who may require a sleep during the day; therefore we recommend that children requiring a daytime nap do not stay for the afternoon session.

#### Procedure for checking the identity of visitors

- Puddleducks will only release children into the care of individuals who we have been notified by the parent, and we will ensure that children do not leave the premises unsupervised. Puddleducks takes all reasonable steps to prevent unauthorised persons entering the premises, and we have an agreed procedure for checking the identity of visitors. All visitors to Puddleducks are asked to come to the front entrance, where staff can verify their identity and ascertain the reason for their visit, before they are allowed access to the premises.

- If the visitor or prospective parent is unknown to Puddleducks we check their credentials and reason for visit before allowing them to enter the setting.
- For other visitors, we ask for at least 1 form of identification to verify who they are and, if appropriate, which organisation they work for (e.g. official identity badge, driving licence, bankcard which shows signature)
- If we require further verification we will contact the main landline telephone number of their organisation and ask to be put through to the visitor's manager
- We ensure that the visitor or prospective parent is supervised whilst we are carrying out these checks, and throughout their visit
- We record that ID has been checked, together with the visitor's name, reason for visit, time and date in our Visitor's log. The Visitor or prospective parent is required to sign the log and their signature is then checked against their identification
- If the visitor or prospective parent is known to the setting we check that they have a valid reason to enter. They are then required to complete the visitor's log and will not be left unsupervised in the setting.
- The visitors log will be checked termly to ensure it is being used effectively and that visitors are signed in and out.

#### Security procedures:

Puddleducks staff ensure that the children in our care are safe at all times, and are protected against any unauthorised persons accessing the premises, and that children cannot leave the premises without staff being aware.

The following procedures are in place:

- The external main entrance door is unlocked and propped open at 8.45am, so parents and children can access the cloakroom area.
- The main gate to the driveway remains closed at all times. Parents are allowed to access the area, but must close the gate behind them on entering and exiting the car park. The gate is padlocked shut during the session.
- The internal doors are bolted shut from the inside, and a member of staff supervises the doors, allowing parents and children into and out of the building.
- The back door can only be opened from the outside with key, and allows all staff to access the premises when children are accessing the outdoor play area. When children are not accessing the outdoor play area, the door is locked securely from the inside.
- When all children have arrived, a staff member locks the external door. The keys hang on a hook near to the door, or are worn on the staff members on a lanyard so that in the case of a fire the door could be unlocked quickly.

#### Arrival and Departure Procedure:

- Children must not be left unsupervised on the premises before 8.45 am and should be collected promptly at 1.30 pm/3.00pm in order not to contravene insurance cover.
- All staff sign in when they arrive and sign out when they leave. This is recorded in the daily attendance register.
- At peak drop off and collection times, a staff member will supervise the main door and record the arrival and departure time of the children in the daily register. Parents are asked not to let themselves out of a locked door, but to wait for a member of staff to let them out, so the door can be locked behind them.
- The daily register will be checked to ensure all children are present in an emergency situation.
- A child can only be collected by their parent, or by someone who the parent has given written permission on the 'alternative adult collecting sheet' or informed a staff member. If a father or mother is collecting for the first time and has not met us before we would request that we are informed that this will happen. Permission via telephone is not usually granted, unless the person is stated on the child's registration form as an emergency contact or is known to Puddleducks staff.
- If an adult, including a parent, arrived to collect a child and had been drinking or taking drugs and we did not feel they were in a fit state to care for a child we would accompany them home or call for another parent or the emergency contact.

#### Unauthorised contact/parent

Puddleducks staff cannot refuse collection by either of the child's biological parents (or legal guardian), unless a court order is in place. Parents must inform us in writing on their child's registration form if any particular adult/parent has restricted access by court orders. We will

telephone the parent/guardian of the child and/or police immediately if the named person attempts to collect the child.

If the parent with the day to day responsibility makes a complaint about the other parent's behaviour affecting the child's welfare (i.e. staying up too late etc.) Puddleducks staff will be reluctant to intervene. Staff should advise the parent with residential care to discuss it with the other parent. If the problems continue the Puddleducks staff may have no choice but to become involved. In such circumstances, Puddleducks has a legitimate interest in speaking to both parents ensuring both are aware of the effect the behaviour is having on the child.

# Uncollected Child Policy

(Cross reference to Child Protection Policy)

In the event of a child not being collected at the correct time, for his/her end of session, the child's welfare remains paramount whilst an investigation into the parents/carers whereabouts takes place.

Puddleducks staff will follow the procedure below:

- Reassure the child at all times that Mummy/Daddy or whoever usually collects will be contacted soon.
- Ensure the child is comforted and accompanied by a member of staff at all times, and is kept occupied and distracted
- Depending on timing the child may need a snack
- Check with all staff if any messages have been received, in case a message has not been passed on
- Phone the work/ home/mobile telephone number of the parent/carer who would normally be collecting the child.

## Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the collecting time and inform them that their child was waiting for them.
- Inform the child that we are trying to be make contact and update them with any outcome so far, not unnecessarily worrying them if there was a problem.

## No answer

- If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection
- If no answer on these numbers, decide a period of time to wait in case there was a delay/accident en route, before trying the numbers again.

## In the meantime

- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary.
- A staff member remains with the child, doing all she/he can to reassure the child everything will soon be OK and Mummy/Daddy/Carer will soon be here.
- Try the telephone numbers again
- Try emergency numbers again
- If the child lives within close proximity and there is sufficient staff, it may be possible to visit the house to see if anyone is at home and this could rectify the situation. Minimum of 2 staff members with full suitability checks to stay in the setting with the child while this is carried out.
- If still no response from contact numbers and emergency contacts, 30 minutes after the child should have been collected phone Children's Social Care **01452 426565** for advice and next steps.

After an Uncollected Child incident has occurred, or a parent is more than 10 minutes late collecting their child, and has not telephoned to inform us, Puddleducks staff will complete an uncollected child form for staff and parents/carers to sign. The incident will be reviewed at the next staff meeting, discussing what worked well and what was difficult. Where appropriate we will review: Uncollected Child Policy, Puddleducks Playgroup A-Z and any other relevant policies, procedures or risk assessments.

# Missing Child Policy

A child can be classed as missing or lost if they have been left unsupervised or unaccounted for (so staff are not aware of them being within sight or hearing) in a room or the outside area of the setting or further afield for 2 minutes or longer.

If a child goes missing from Puddleducks the following actions will be carried out:

- The Playleader or Group Leader (person in charge) will carry out a thorough search of the building and outdoor area.
- The Daily register is checked to make sure no other child has also gone astray
- Doors and gates are checked to see if there has been a breach of security whereby a child could wander out
- The person in charge talks to staff to establish what happened
- The person in charge talks to children (using wording so as not to upset the children) to establish what has happened
- If ratios allow staff members can search the nearby vicinity
- If the child is found parents/carers will be informed when the child is collected that day. The situation will be explained along with what will be done to prevent this from recurring.
- If the child is not found, the parent is contacted and the missing child is reported to the police
- The advice of the police is followed
- All remaining children will be kept calm

If a child goes missing when away from the setting (e.g. from an outing) where parents are not attending and responsible for their own child, the setting ensures that there is a procedure that is followed:

- As soon as it is noticed that a child is missing, the staff and parent helpers who are with the group/ on the outing will ask the children to stand with their designated person and carry out a headcount to ensure that no other child has gone astray
- One staff member searches the immediate vicinity but does not search beyond that area.
- If the child isn't found then the lead staff member contacts the venue's security who will handle the search. The venue security will be made aware that parents are about to be contacted so some discretion can be used until this has been done.
- If the child is found parents/carers will be informed when the child is collected that day. The situation will be explained along with what will be done to prevent this from recurring.
- The Playleader is informed, if she is not with the group and (if possible) makes her way to the venue to aid the search and be the point of contact for the police as well as support staff
- The Playleader contacts the child's parent (before she/he makes her way to the venue) who makes their way to the setting or venue as agreed with the person in charge
- The lead staff member contacts the police using the mobile phone and reports the child as missing
- The advice of the police is followed
- All remaining children will be kept calm
- Staff take the remaining children back to the setting

The investigation:

- The Playleader carries out a full investigation taking written statements from all the staff present at the time, or who were with the group/ on the outing
- Each key person writes an incident report detailing:
  - the date and time of the incident
  - what staff/children were in the group/outing
  - when the child was last seen in the group/outing
  - what has taken place in the group/outing since then
  - the time it is estimated that the child went missing
- A conclusion is drawn as to how the breach of security happened
- Children's comments are also noted if applicable

- If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff. Children's Social Care may be involved if it seems likely that there is a Child Protection issue to address
- The incident is recorded in the incident book; the local authority health and safety officer may want to investigate and will decide if there is a case for prosecution
- Ofsted is informed within 14 days as a Missing Child can be deemed a significant event.
- Our Insurance company is informed
- A decision will be made as to whether staff disciplinary processes need to be followed
- As a result of the investigation: risk assessments, policies and procedures will be updated and all staff and families will be made aware of the changes made
- The parents/carer of the child involved will be given information about the investigation (whilst maintaining confidentiality of any staff members and other children)

# Equality of Opportunities and Diversity Policy

(Cross reference to Child Protection Policy, Partnership with Parents and Carers Policy, Behaviour Policy, and SEND Policy)

Puddleducks works in accordance with all relevant legislation including the Equality Act, the Prevent Duty and the SEND 0-25 Code of Practice. Puddleducks staff believe in promoting equal opportunities for everyone and value diversity in children, parents, carers, staff, visitors and all others we come into contact with. All children are given equal concern, and are fully supported to reach their full potential.

We believe that all children have an entitlement to equal access of a broad balanced, relevant and differentiated curriculum. Puddleducks staff strive to ensure that all children develop self-confidence and high self-esteem. The diversity of individuals and communities is valued and respected. No person including children, families or staff members are discriminated against.

The Playleader (Sarah Ireland) has overall responsibility for Equal Opportunities and Diversity. All Puddleducks staff understand and promote equal opportunities through:

- Attending suitable training.
- Encouraging children to recognise their own unique qualities and the characteristics they share with other children
- Working with families to ensure that individual information is gained for each child about such things as family customs and beliefs, home language, dietary requirements etc.
- Monitoring the curriculum and use of resources to ensure a broad and balanced curriculum that reflects our culturally diverse society and which is suitable for both active and more passive children
- Promoting an anti-bias curriculum to actively challenge any negative feelings towards and stereotyping of others. This will be partly through using dolls, puppets and books to tell stories which help children to question their own feelings and views and to promote a sense of justice and fairness
- Challenging negative comments from both children and adults
- Providing a range of equipment which reflects a diverse society such as dual language books, home corner equipment and small world toys which reflects a range of home cultures, stories which reflect the diversity of our society.
- Celebrating a wide range of cultural festivals using appropriate teaching materials reflecting the religious and cultural beliefs of the children and families using our provision.
- Writing notices in a variety of community languages, especially languages used by families using our provision.
- All children, irrespective of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability will have the opportunity to experience a challenging and enjoyable programme of learning and development

## Fundamental British Values

Following the Department for Education (DfE) the Statutory Requirements for Early Years providers, we strive to ensure we teach the children in our care 'The fundamental British values'. The fundamental British values are democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs (as already implicitly embedded in the Early Years Foundation Stage.) Separately, the Counter Terrorism and Security Act also places a duty on early years providers "to have due regard to the need to prevent people from being drawn into terrorism" (the Prevent duty).

Puddleducks have the following ethos and values:

## Democracy: making decisions together

- As part of the focus on self-confidence and self-awareness as cited in Personal, Social and Emotional Development:
- Puddleducks staff encourage children to see their role in the bigger picture, encouraging children to know their views count, value each other's views and values and talk about their feelings, for example when they do or do not need help. When appropriate demonstrate democracy in action, for example, children sharing views on

what the theme of their role play area could be with a show of hands. Puddleducks staff support the decisions that children make and provide activities that involve turn-taking, sharing and collaboration. Children are given opportunities to develop enquiring minds in an atmosphere where questions are valued.

Rule of law: understanding rules matter as cited in Personal Social and Emotional development

As part of the focus on managing feelings and behaviour:

Puddleducks Staff ensure that children understand their own and others' behaviour and its consequences, and learn to distinguish right from wrong. Puddleducks staff collaborate with children to create the rules and the codes of behaviour, for example, our 'Puddleducks Golden rules' and ensure that all children understand rules apply to everyone.

Individual liberty: freedom for all

As part of the focus on self-confidence & self-awareness and people & communities as cited in Personal Social and Emotional development and Understanding the World:

Children develop a positive sense of themselves. Puddleducks staff provide opportunities for children to develop their self-knowledge, self-esteem and increase their confidence in their own abilities, for example through allowing children to take risks on the slide, mixing colours, talking about their experiences and learning.

Puddleducks staff encourage a range of experiences that allow children to explore the language of feelings and responsibility, reflect on their differences and understand we are free to have different opinions, for example in a small group discuss what they feel about transferring into Reception Class.

Mutual respect and tolerance: treat others as you want to be treated

As part of the focus on people & communities, managing feelings & behaviour and making relationships as cited in Personal Social and Emotional development and Understanding the World:

- Puddleducks has an ethos of inclusivity and tolerance where views, faiths, cultures and races are valued and children are engaged with the wider community.
- Children acquire a tolerance and appreciation of and respect for their own and other cultures; know about similarities and differences between themselves and others and among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.
- Puddleducks staff encourage and explain the importance of tolerant behaviours such as sharing and respecting other's opinions.
- Puddleducks staff promote diverse attitudes and challenge stereotypes, for example, sharing stories that reflect and value the diversity of children's experiences and providing resources and activities that challenge gender, cultural and racial stereotyping.

Puddleducks staff will not:

- Actively promote intolerance of other faiths, cultures and races
- Fail to challenge gender stereotypes and routinely segregate girls and boys
- Isolate children from their wider community
- Fail to challenge behaviours (whether of staff, children or parents) that are not in line with the fundamental British values of democracy, rule of law, individual liberty, mutual respect and tolerance for those with different faiths and beliefs

Prevent Duty

All schools and childcare providers must have regard to the statutory guidance issued under section 29 of the Crimes and Counter Terrorism and security act 2015. The Prevent Duty aims to prevent people being drawn into terrorism. Puddleducks recognises that we have a duty to support vulnerable families and children of any faith, ethnicity or background, before their vulnerabilities are exploited by those who would want them to embrace terrorism, and before they become involved in criminal terrorist related activity.

All Puddleducks staff have completed Channel General Awareness training on the Prevent Duty, so they are aware of the Governments Counter-Terrorism Strategy (CONTEST), and understand when and how to make a referral to Channel. Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism.

If Puddleducks staff suspect a child or family is at risk of being radicalised or is showing extremist views or behaviour (i.e. Far right views, extremist animal rights views, anti establishment views, strong Islamist views), is showing a vocal or active opposition to the Fundamental British values, or is expressing views for the call of death to members of our British armed forces whether in this country or overseas, we will make a referral to Children's social care (01452 426565), or to the Channel Police Practitioner on 101, or alternatively call the Anti-Terrorist hotline on 0800789321. **It is important to remember that Extremist views should not be confused with traditional religious practice.**

# SEND Policy

(Cross reference to Child Protection Policy, Key Person Policy, Equal opportunities and Diversity Policy, Working with Parents Policy, Children in Care and Looked after Children Policy and Behaviour Policy)

All children are welcome to attend Puddleducks Playgroup, including those with additional needs or SEND (Special educational needs and disabilities). In line with the SEND Regulations, Early Years Foundation Stage Statutory requirements, and the Children and Families Act and the Equalities Act, Puddleducks staff ensure the highest possible care for children with SEND and their families, and we have signed up to the 'Local Offer' with Gloucestershire families directory. Puddleducks aim to be inclusive to all children and their families no matter what their level of ability is. We will work with parents to put in place suitable plans to enhance each child's time with us.

In order to meet the needs of children and their families in our care, we will co-ordinate our own input with that of other agencies as well as signposting parents or carers to others who may be able to support them – such as speech and language therapists, the local Children's Centre etc. and other relevant agencies via Gloucestershire families directory.

To achieve the best possible outcomes for children with SEND and their families we will aim to use timely intervention in order to encourage and promote every child to reach their highest potential.

We aim to ensure that our service is fully accessible to all. We have a large spacious main hall, parking spaces directly outside the disabled access ramp, or alternative parking by the main entrance door. Doors are wide and the main hall is on one level, with direct access to the children's toilets and a separate disabled toilet. There is access to the Outdoor play area, which is surfaced with all-weather tarmac allowing wheel chair access. At present, specialist ramps would need to be provided to allow access to the pre-school room.

The Playleader (Sarah Ireland) is the designated Special Educational Needs Coordinator (SENCO) who has been highly trained in all areas in order to implement support when needed. Pauline Cox is the Deputy SENCO and has also received full training for this role. All staff receive regular training to improve knowledge and understanding around the issues of SEND. We arrange for staff to attend training in Speech and Language delay, Makaton training, ECAT training, autism training, behaviour management training, attachment training to support Children in Care/Looked after children, and any training that would help us to support the needs of the children in our care. We also provide in-service training for parents, practitioners and volunteers where beneficial. We plan to further develop our service by continuing to maintain and develop links with other services.

## Procedures

- During the admissions process, all parents are asked to complete an All about me form (My profile), Communication passport, 'What to expect when questionnaire' and Registration form (with details of any medical needs, Special educational needs, or disabilities) to fully inform us of their child's needs, abilities, skills and interests. This helps us to ensure we can provide tailored care to each individual child.
- The child's Key Person will monitor and assess the development of the children in their care, and pass on any concerns about a child's welfare or development to the Playleader as SENCO and DSL. A 2 year check or baseline assessment is completed and shared with parents after children have been attending Puddleducks for 6 weeks. This will help us identify if a child is showing a risk of delay. Further summative assessments are then completed 3 times per year to monitor children's progress (more frequently for children who are on a My Plan or My Plan plus). If staff have any concerns about a child's progress or development, it will always be discussed with the child's parents.
- We work closely with parents of children with special educational needs and disabilities to create and maintain a positive partnership.
- We ensure that parents are informed at all stages of the assessment, planning, provision and review of their children's education.
- We provide parents with information on sources of independent advice and support.
- We liaise with other professionals involved with children with special educational needs and disabilities and their families, including transition arrangements to other settings and schools. (Permission is gained from parents first).

- We work very closely with the area Early Years Advisor. If we feel we require some extra support to help to meet the needs of a child, we will contact the SEND Early Help Advisors who will be happy to talk to parents and provide guidance on the type of support available.
- We provide a broad, balanced and differentiated curriculum for all children with special educational needs.
- We use a system of planning, implementing, monitoring, evaluating and reviewing plans for support (My Plan and My Plan +), as well as behaviour plans, rewards (stickers, certificates etc.), gaining information and support from other professionals and training and research for children with special educational needs and disabilities.
- We ensure that children with special educational needs are appropriately involved at all stages of the graduated approach, taking into account their levels of ability.
- We provide resources (human and financial) to implement our SEND Policy.
- We ensure the effectiveness of SEND provision by collecting information from a range of sources e.g. Plan reviews, staff and management meetings, parental and external agency's views, inspections and complaints.
- We provide a complaints procedure.

### **Notification of Early Help**

The local authority, together with partners across Education, Health, Care, Police, Housing and the voluntary & community sectors work together to provide a cohesive Early Help offer to children and their families. Puddleducks will work with the Early Help team to ensure families are best supported, and can target links with other practitioners and agencies already involved with the same child. This promotes information sharing and avoids unnecessary duplication.

To discuss an Early Help referral in principle, we will call **01452 328584**.

The Notification Monitoring Form is used to register all children/young people within our setting who are receiving support through the Early Help Graduated Pathway. We will use this Monitoring Form to notify the local Early Help Partnership of any updates or changes as needed throughout the year. We will send all documents securely using Egress Switch to [stroudearlyhelp@gloucestershire.gov.uk](mailto:stroudearlyhelp@gloucestershire.gov.uk)

# Confidentiality Policy

(Cross reference to Child Protection Policy, Recruitment Policy, Personnel Policy, Key Person Policy, Working in Partnership with Parents and Carers Policy, Behaviour Policy, Children in Care and Looked after Children Policy, SEND Policy, Staff Behaviour Policy and Health and Safety Policy)

Puddleducks ensures and respects the privacy of the children and their parents/carers whilst they access high quality care and education within our setting.

We aim to ensure that all parents/carers feel confident enough to share information on the understanding that it will only be used to enhance the welfare of their children. Parents are required to give written permission for Puddleducks staff to record observations and assessments of their child's progress, and to share this information with any other settings that the child may attend. Puddleducks will ensure we keep parents fully informed of their children's progress and development, and will give verbal feedback to parents about their child's time with us. We only share information about our families with other professionals or agencies on a "need to know" basis, with consent from the parent/carer or without consent in circumstances where there are safeguarding issues.

Our Interim registration form states that we will not share personal information with any other organisations without parental consent. Our procedures enable us to comply with legislation such as the Human Rights Act 1998 in regards to protecting the individual's right to privacy. Our only justification to interfere with this right is where we believe a child may be at risk of significant harm or to prevent a crime.

As an organisation that processes personal data we are registered with the Information Commissioner's Office or ICO. Confidential information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them. Puddleducks is aware of and fully compliant in our responsibilities under the General Data Protection Regulation (GDPR), Data Protection Act (DPA) and where relevant the Freedom of Information Act. Further guidance can be found on the website of the Information Commissioner's Office at: <https://ico.org.uk/>

## **Record Keeping**

### Development Records

- These include both photographic and written observations of children, summary development reports and progress checks.
- The children's Learning Journey documents are completed securely online and parents are given log in details, allowing them to access their child's records. We encourage the parents to access their child's development record whenever they wish to and share the learning journey with their children.
- Parents/carers are encouraged and invited to input into their child's Learning Journey in order to enhance them further and create a rounded overview of the child's development
- My Plans/My Plan Plus and EHCPs are stored securely in a locked file. The documents are shared with other professionals when required (following written parental consent), and are sent securely using Egress Switch.

### Personal Records

- These include:
  - Registration and admission forms,
  - Signed consents e.g. information sharing consent form.
  - Correspondence concerning the child or family.
  - Reports or minutes from meetings concerning the child from other agencies.
  - An ongoing record of relevant contact with parents and observations by staff and any confidential matter involving the child i.e. developmental concerns or Safeguarding issues.

These confidential records are stored in a lockable filing cabinet in the office.

- Parents have access to all written information about their child (except where data protection laws stipulate it is against the best interest of the child). Parents do not have the right to access information about any other child.
- Staff will discuss personal information given by parents with others members of staff, on a need to know basis, and only if it affects the needs or development of the child.

- Staff will not discuss or partake in any discussion about any other child or their family with any other parents/carers
- Staff induction includes an awareness of the importance of confidentiality in the role of the Key Person.

### **Other records**

- Personnel and staff records, whether paid or unpaid remain confidential to the people directly involved with making personnel decisions.
- Students, when they are observing in the setting, are advised of our confidentiality policy and are required to respect it at all times.

### **Sharing Information**

- Puddleducks will only share information with the child's parents and carers, other professionals working with the child (e.g. the police, social services and Ofsted) to ensure the safe and efficient management of Puddleducks, and to help ensure the needs of all children are met. For Example:
  - There are concerns that a child is or may be suffering significant harm.
  - The 'reasonable cause to believe' a child is or may be suffering significant harm is not clear.
  - There are concerns about 'serious harm to adults' (such as domestic violence or other matters affecting the welfare of the parents).
- We do not seek consent from parents to share information where we believe that a child, or sometimes a vulnerable adult, may be endangered by seeking to gain consent. For example where we have cause to believe a parent may be trying to cover up abuse, or threaten a child.
- Where we make a decision to share information without consent it is always recorded in the child's records and a reason clearly stated.
- Where evidence to support our concerns are not clear we may seek advice from GSCB.
- We only share relevant information that is both accurate factual, non-judgemental and up to date.

### **Procedure for transporting confidential documents**

All reasonable measures are taken to ensure personal information is stored and where needed transported and transferred securely at all times.

- There may be occasions where developmental records may need to be completed/updated outside of Puddleducks. These will only be held by the child's Key Person, who will be responsible for ensuring the security of these documents and that they are the only person who can view them.
- All personal documents are clearly marked 'confidential, and will be posted or hand delivered by a member of staff or by the child's parents.
- Personal documents will be emailed using Egress Switch where available, or will be password protected.
- Any confidential information no longer required will be disposed of by secure shredding.

### **Electronic messaging and social networking.**

- Puddleducks staff, volunteers or students are not allowed to discuss children, parents/carers or anything to do with the setting on any social networking sites.
- Puddleducks has a general Facebook page and Website to advertise our setting and fundraising events and provide information about the care and education we provide. We do not include images of children on our Facebook page. We also have a 'closed' Puddleducks parents Facebook page, which is used to inform parents of special events, reminders and share and celebrate the children's and staff members' achievements.
- Personal information about children, parents or staff must not be looked at by students on placement unless specific consent has been given by a parent/carer for a specific reason.
- Care should be taken when speaking on the telephone that no information is given about a child unless speaking directly to the parents/carers, emergency contacts or professionals.
- Puddleducks uses Dropbox and LearningBook to securely store information about staff and children. Both sites are encrypted and require secure log in procedures. When staff and committee members with access to Dropbox leave the setting, we will

change the log in details and password to ensure they can no longer access the information.

- When sending emails to a group of recipients, the email addresses are BCC'd

When a child leaves Puddleducks:

- Parents email addresses are deleted from our system and parents are removed from our Closed FaceBook page.
- Children's LearningBook accounts are deleted (or transferred to another setting), and all records about a child are deleted from DropBox.
- All development records, child protection records or SEND records and are passed on to the child's new setting or school and are not retained by Puddleducks.

Records that must be retained:

To meet certain regulations, some records relating to individual children, staff and committee members must be retained for a required or recommended period of time after they have left the provision. All retained documents are stored securely in a locked area of the storage cellar. After this time, the documents are securely shredded. For more information, please refer to the Retention periods for records document [https://www.pre-school.org.uk/sites/default/files/retention\\_periods\\_for\\_records\\_aug\\_13.pdf](https://www.pre-school.org.uk/sites/default/files/retention_periods_for_records_aug_13.pdf) (A copy of this document is also available in our Ofsted file).

# Complaints Policy

Puddleducks aim to provide all parents and children with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. If a parent has any complaint, concerns or worries we would ask in the first instance that they speak to the Playleader or Officers of the Committee.

Our complaints procedure ensures that any complaints are dealt with professionally, confidentially and efficiently: If a parent feels the need to make a complaint they must:

1. Approach or make an appointment with the Playleader who will complete a complaints record and deal with the issue as soon as possible. Parents will be provided with written account of any action taken within 28 days.
2. If this is not possible or a parent is still dissatisfied, a complaint can be made to the Officers of the Committee. The Chairperson can be emailed on [chairpuddleducks@yahoo.com](mailto:chairpuddleducks@yahoo.com)
3. If a parent is still unhappy with the outcome of this or has a Child protection or safeguarding concern then please contact:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone 0300 123 1231