

2018-  
2019



# Policies and Procedures



Childcare Policies and Procedures  
Greenway Women's Group  
2018-2019

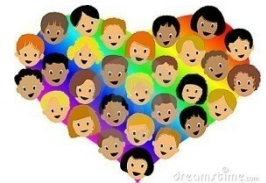
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## Vision & Values Statement

Greenway women's group childcare facility believes that young children should be strong, competent and visible in our community. We believe that children should be emotionally and physically healthy this will be promoted in the services we provide. Children should be eager to learn and be respectful of difference. We aim to promote and encourage children to have the right to learn and develop in a safe, caring and stimulating environment. We aim to support parents and carers of children by development, support and encouragement, regardless of social class, culture, race, disability, sexual orientation and religion to enhance and achieve their full potential as parents and as individuals.

### We believe in

Childhood -In its own right  
Listening to children and those who care for them  
As strong voice for children  
Play, fun and community  
Parenting  
Participation  
Community  
Partnership  
Inclusion and diversity  
Excellences and evidence -based innovation  
Effective governance  
A professional committed and recognised workforce  
Valuing our staff and volunteers and their commitment



# **Child Protection/Safeguarding Policy & Procedure**

## **Statement of intent**

Greenway Women's Group are committed to creating a safe environment for children which is free from abuse and where any suspicion is dealt with promptly and appropriately. We will comply with health and social services guidelines on child protection and will appoint designated persons to deal with child protection issues in our childcare facility.

## **Procedures**

In accordance with trust guidelines our duty to care and getting it right we will endeavour to safeguard children attending the childcare facility by:

- **Excluding known abusers (please also refer to Access NI policy)**

To do this we will ensure the following procedures are in place:

- Pre employment interview
- New staff are employed in line with employment rights (NI) order 1996
- At least two written references are taken up for all adults prior to employment or volunteering
- All appointments will be subject to satisfactory vetting procedures by Access NI enhanced disclosure and Social Services confirmation of vetting
- All appointments of staff will be subject to a probationary period
- Ensuring that professionals/partner organisation with whom the Centre works can assure that their staff have been appropriately vetted.

- **Preventing abuse by means of good practice**

To achieve this we will ensure:

- Procedure for reporting concerns will be clear and informative and is visible on the childcare room doors in the form of a flow chart
- Staff will receive a copy of the Safeguarding policy and procedures during induction.
- Parents will be provided with a copy of the Safeguarding policy in the welcome pack they receive at induction
- Childcare staff will undertake Safeguarding training and are alert to recognise the signs of abuse, and are committed to implementing the Safeguarding policy and procedure and should sign to say they have read and agree to carry out the procedures within this policy; this will be updated every 3 years.
- We will endeavour to train all other staff within the building in Child Protection.
- Other staff within the building must complete Access NI, social services check and declaration of health document before they are permitted to cover for childcare staff.
- At least 50% of staff will be qualified in childcare, with the intention for all staff to work towards receiving a recognised qualification.
- Childcare staff, trainee placements and volunteers will be given clear instructions on tasks and limits that apply to them as new comers during the induction process.

- Appropriate adult child ratios will be maintained in line with the Minimum Standards of Day Care
- Childcare staff or volunteers are not to be left alone with individual children.
- The layout of the room will permit constant supervision of the children.
- Appropriate activities to develop children's self esteem with regard to self protection are provided.

➤ **Staff:**

All Staff members have a professional duty to respond to any suspicion of abuse, allegations of abuse or disclosure of abuse.

They must ensure:

- The welfare of the child is paramount
- Always be alert and act on signs of abuse immediately
- Do take any disclosure seriously
- Do **NOT** make judgements
- Do **NOT** ask leading questions
- Do **NOT** promise to keep secrets
- Follow the flow chart for reporting concerns
- Record the disclosure factually and accurately

➤ **Designated Officers**

- Designated Officer (DO) training will be taken by the Childcare Manager and Centre Manager, a DO will be available at all times, this will be updated every 3 years.

**Designated Officer:** Joanne Leetch  
02890 799912 ext 203  
[childcare@greenwaywomenscentre.org](mailto:childcare@greenwaywomenscentre.org)

**Designated Officer:** Lindsay Cooper  
02890 799912 ext 201  
[manager@greenwaywomenscentre.org](mailto:manager@greenwaywomenscentre.org)

Designated Officers should:

- Be fully up to date in current child protection and safeguarding legislation
- Be responsible for overseeing the liaison with Social Services Gateway Team, the Safeguarding Board for Northern Ireland and the registering body Belfast Health and Social Care Trust
- Ensure that all staff have up-to-date Safeguarding/ Child Protection Training
- Ensure that child protection confidential files remain confidential and are stored securely in line with the Centre's Record Keeping Policy
- Ensure that photo posters including contact details of the DO's are displayed in all areas that families can access within the centre

- Keep a record of the Enhanced Disclosure reference number and date of issue for the following: staff, students, volunteers, contractors and regular professionals using the centre

➤ **Responding appropriately to suspicions of abuse**

**We will do this by**

- Using appropriate strategies to support children who may disclose abuse
- Observation
- Recording
- Confidential records to be kept until the child's 21<sup>st</sup> birthday due to the possibility of legal action.

Greenway Women's Group (GWG) are committed to supporting staff and volunteers throughout the process of dealing with and reporting abuse of children. We realise this is a difficult and distressing experience for all involved.

➤ **Sharing information**

**We will do this by**

- Sharing concerns only with those agencies that need to know
- Involving parents appropriately
- Designated Officers will follow appropriate procedure for sharing information
- Childcare staff will only be informed on specific instances on a need to know basis

**Below is an example for recording allegations or suspicions of abuse.**

Name of child

Age of child

Any specific factors

Parent's names

Address and phone number

Is the person making the report expressing their own concerns, or passing on those of someone else? If so record details.

What has prompted these concerns? Include dates and times of any specific incidents.

Has the child been spoken to? If so what was said?

Have the parents been contacted? If so what was said?

Has anybody been alleged to be the abuser? If so record details

Has anybody else been consulted? If so record details

## **Examples of Abuse**

### ***Physical***

For example where children's bodies are hurt by ill treatment, failure to protect them, inadequate care or neglect of their basic needs.

### ***Emotional***

Where children are persistently or severely emotionally neglected or rejected for example by not given enough love or attention by not being taken seriously or being intimidated by threats or taunts.

### ***Sexual***

Where children are encouraged or forced to observe or participate in any form of sexual activity

### ***Neglect***

Where children are persistently or severely neglected or the failure to protect a child from exposure to any type of danger.

# Reporting Concerns Flow Chart

**Parent/Staff/  
Trainee/  
Volunteer/Service user**



**Designated Persons**  
  
Lindsay Cooper 02890 799912 ext 201  
Joanne Leetch 02890 799912 ext 203  
Mae McQuillan 02890 799912 ext 205



**Gateway Team**  
028 90507000  
**Regional Emergency Social Work  
Service**  
02895 049999  
**Early Years Service need to be  
notified on all occasions**  
02895 042811  
**PSNI**  
101



# Vetting Procedure

In line with legal legislation and child protection all individuals working within the centre who come in direct contact with children must be vetted through Access NI and complete a social services check.

## **Step 1- Access NI through umbrella body Employers for Childcare**

- Applicants will be asked to fill out Annex D approval form for umbrella body (Employers For Childcare) for checks to be made by organisation
- Applicant will be asked to show identification which meets the group 1 and group 2 identification validation guidelines detailed in the Service Level Agreement with Employers for Childcare
- Applicant will be given Annex B and asked to return with application reference number
- Manager will fill out Annex A, B and C
- Manager will send Approval form, Pin Notification, ID Validation and Manager Declaration to umbrella body- Employers for Childcare Ltd
- An invoice will be sent to *GWG* Finance Officer
- Employers for Childcare will contact *GWG* with Access NI number and issue date

## **Step 2- Social Services**

- Applicants must complete a Social Services Consent for Checks document
- Applicants must complete a Declaration of Health document including signed/stamped page from applicant's doctor/GP.
- Applicants will receive a copy of their enhanced disclosure certificate in the post which will state that the position applied for is working within *Greenway Women's Group*. Applicants will be asked to show Childcare Manager in order to obtain issue date and reference number and to check for any shown convictions which may affect offer of job offer, *GWG* will not keep a copy of this certificate on file
- Applicants must provide two names to write to for written references to be taken up
- Manager will fill in a Confirmation of Vetting (VET2) form
- Manager will send Declaration of Health, VET2, Access NI Enhanced Disclosure and Consent for checks to Social Services in an envelope marked private and confidential and by using recorded delivery
- Applicants application form, references and declaration of health will be stored in individual staff folder in Managers Office which can only be accessed via key
- Applicants should be informed that the position they have been offered is subject to confirmation of vetting
- Employment can begin on return of Confirmation of Vetting, but must bear in mind that it can take up to 6 weeks, applicants cannot work with children until this is received

## **Vetting for Trainees/Volunteers**

- Trainees may be vetted through college and disclosure certificate may state training provider's name. However social services check must still be carried out and letter of confirmation received before commencement of training
- Recruitment agency workers may be vetted through their recruitment agency and disclosure certificate may state recruitment agency name. However social services check must still be completed and only on receipt of letter of confirmation may begin work within the centre

Update March 2018

# Equal Opportunities Policy & Procedure

## Principles

The UN Convention on the Rights of a child (1991) states

"It is the States obligation to protect children from any form of discrimination and to take positive action to promote their rights."

## Statement of intent

Greenway Women's Group Sessional Daycare is committed to promoting equality of opportunity by providing activities which are open to all children and their families. We aim to ensure that all individuals who wish to work in our childcare department as staff or volunteers have an equal opportunity to do so.

We promote equal opportunities through a wide range of policies and procedures which are reflected in the practice of our childcare facility. The following policies and procedures should be referred to:

- Admissions
- Recruitment and selection
- Partnership with parents/carers
- Additional Needs
- Healthy eating

## Procedures

We provide equal opportunities by ensuring that:-

### -Communication

The childcare staff will endeavour to meet with parents/carers of children at times and venues that are suitable for all to enable equal access to information and involvement in the childcare facility.

### -Language and information

Basic information, written and spoken, will be clearly communicated using as many mediums and languages as is necessary and possible.

The community will be informed of the location and opening times of the childcare service through leaflets, posters, local media and also online via the organisation website and social media platforms.

Efforts will be made to accommodate individuals who use sign language as a means of communication.

### -Access

Everyone in the community regardless of religious affiliation, political background, race, culture, linguistic needs, disability, sexual orientation or age has access to childcare.

### -The Curriculum

All children are to be respected and their individuality and potential recognised, valued and nurtured.

Activities and the use of equipment should offer children opportunities to develop in an environment free from prejudice and discrimination.

Through the proactive use of planning and curriculum development, opportunities will be given to children to explore, acknowledge and value similarities and differences between themselves and others.

### **-Resources**

All resources and materials are to positively and accurately reflect cultural and racial diversity. These materials should help children to develop their self respect and respect for other people by avoiding stereotypes. Boys and girls are to have equal opportunity, and be actively encouraged to use all activities.

#### **Discriminatory Behaviour/Remarks**

Any discrimination (language, behaviour or remarks) by children, parents or staff/trainees/volunteers is unacceptable in the childcare facility.

Discrimination will be positively challenged by supporting the victim and helping those responsible to understand and overcome their prejudices.

### **-Special Occasions**

We aim to show respect for and awareness of all major events in the lives of the children and families in Sessional Day Care and wider community we aim to acknowledge special occasions celebrated by both families in our local community and in wider society through stories, activities, special food and clothing which reflect the diversity of life.

**Reviewed March 2018**

# Additional Needs

**Our Commitment** It is the policy of *GWG* to protect and foster the dignity of children with additional needs by ensuring that staff treats each child as an individual, valuing their unique attributes and qualities. The childcare department has a commitment to the inclusion of children with additional needs.

**Before a child starts a meeting should be held with parents to discuss the following:**

- How the child and parent can be helped
- If the nursery staff require further training- e.g. anaphylaxis or button feeding training
- What advice and practical help we can get from outside agencies
- What adaptations need to be made
- How we can support and help the parent
- What type of plan needs to be devised- behavioural or educational, with outside agency's help, tailored to each individual child
- Classes that may be taking place to benefit the child
- If any additional funding may be required to support the child

## Facilitating Inclusion

- Staff will work together with families and agencies to actively support the inclusion of a child with an additional need
- Children with additional needs will be integrated into the daily activities and routines of the centre.
- The centre will provide an environment that is safe and understanding, all children will be encouraged to develop positive self-esteem and self-image.
- Communication strategies will be developed in consultation with families. These may include first/then boards, basic Makaton, visual communication cards and visual routines.
- Where possible, the physical environment will be adapted to better meet the needs of the individual child.

**Reviewing Needs** The Manager and the family will meet every 6 months to ensure that the additional needs of the child are being met and that the child's safety and well-being are being catered for.

**Developing Needs** Existing children who develop an additional need: in some cases children may be diagnosed with an additional need whilst enrolled. Staff and families must work together to support the child, arrange for assessment and make any necessary changes to ensure the additional needs of the child are being met and that the child's safety and well-being are being catered for.

All relevant documentation used to support the development of an Individual Education or Behaviour Plan will be completed in conjunction with parents, Doctors Certificate and/or action plan provided by the child's Doctor or health professional, these will only be kept on record with parental consent and will be given back to parents before their child leaves *GWG*. Parents will receive a copy of their child's IEP.

Updated March 2018

# Confidentiality Policy & Procedure

Greenway Women's Group childcare department respects the right for all information, records and observations to be treated with respect and with due attention to confidentiality and privacy.

However, the legal principle that

"The welfare of the child is paramount"(Children's Order NI) means that confidentiality comes second to the right of the child to be protected from harm (See child protection policy)

## Procedure

### We will ensure that:-

- All registration packs and childcare daily register will be kept by the Childcare Manager in a secure place for one year and then destroyed. The accident and incident book should be retained indefinitely
- Parents/Carers may have access to the records of their own children but may not have access to any information about any other child
- Any confidential information given by parents/carers to the Childcare Manager or Practice Leaders will not be passed on to other adults without permission
- Any anxieties/evidence relating to a child's personal safety will be kept in a confidential file and will not be shared within the staff team except with the Childcare Manager, Centre Manager and the Chair of the Board of Directors
- Information may be shared with Social Services in accordance with their guidance and regulation. Parental consent to be obtained beforehand, if appropriate
- All issues pertaining to the employment of staff whether paid or voluntary, will remain confidential to those persons who are directly involved with personnel decisions. Records should be maintained for 7 years
- All staff, parents/carers, volunteers, trainees and board members will be made aware of this confidentiality policy. The policy implementation will be reviewed regularly at staff meetings and committee meetings
- Mobile phones will be kept in a locked cupboard and on silent mode. Under no circumstances will personal calls/texts be made inside the childcare rooms
- Mobile phones will not be used to take photographs of any child attending the childcare facility.
- Under no circumstances will staff, volunteers, trainees and board members discuss or put any information on the internet of any child attending the childcare facility
- Formal conversations (about an occurrence or disclosure from parents or practitioners) should be recorded on a confidential recording form and stored in a folder marked 'private and confidential'. This folder should be placed in a locked cabinet
- E-mails sent containing personal data will be encrypted or password protected
- All of the above points are subject to the overall commitment of the childcare facility which is to the safety and well being of the children who attend it. Any breach of confidentiality by any individual will be considered to be a breach of contractual terms and conditions by the organisation.

Updated April 2018

# Partnership with Parents

It is very important for children that we work in partnership with parents and communication flows. This will give provide continuity of care and will minimise confusion with different standards of behaviour and boundaries as consistency can be sought.

Parents are the central adults in a child's life and are a child's first educators. We should endeavour to work closely in order to establish a good flow of communication and make intentions as well as provide information and answer any questions.

During induction and registration parents will be asked to write comments on the registration form about any specific needs, any special activities, festivals or religious holidays which they would like us to incorporate into our routine. Also it asks if the parents have a special skill/role that they could provide for the children. E.g. are they a vet or firewoman? Could they come in and talk to the children? During this process parents will also be asked to give their consent and a number of actions which may relate to their child's care.

Sometimes the childcare department can be very busy and it may not always be possible to speak to a staff member at length therefore parents are kept up-to-date with information in the following ways:

- Welcome pack which provides a statement of conduct and information about the provision
- Using daily record sheets, information about the child's day will be recorded including, toileting times, what they ate during snack and lunch, sleep and any other comments.
- Memos and letters will be shared to talk about up and coming events' closures or to ask for consent
- GWG Facebook and website is updated to show what else the centre offers besides from childcare
- Monthly newsletter
- Questionnaires to evaluate service in terms of special events
- Informal/formal meetings
- Transition forms which are used to record information which will be helpful in terms of transitions
- Parent's notice board: general information will be shared on the parents notice board facing the baby room door
- Parent's will be invited to participate in daytrips etc and are also given the opportunity to volunteer within the centre or childcare department
- Tapestry online Learning Journal
- A parent's representative will sit on the Board of Directors

Parents should be made aware at induction that they can seek advice or ask questions at any point and that their children's records are accessible at any time.

Reviewed March 2018

# Consent Policy and Procedure

***This Policy summarises the policy in place at Greenway Women's Centre Sessional Day Care for obtaining consent or permission from a child's parent / carer for key elements of the Childcare Service.***

1. When a child is registered the Registration Form used to support will contain appropriate details of the child and his / her background. Registration is taken as an understanding that the child will be provided with a service of care and learning that is best suited to him / her. However, it is recognised that key parts of this care may involve certain activities which may impact upon the rights of the child and / or health and safety issues and for which separate parental consent is required in order to protect all parties.
  
2. It is therefore policy at GWG to seek separate written consent, permission or authorisation from the parents/ carers BEFORE undertaking any of the following:
  - Administration of prescription medicines.
  - Summoning emergency medical assistance, which may include transporting the child to a GP or hospital.
  - Trips and outings away from the Nursery. In this respect consent may also be required for each outing, according to circumstances.
  - Consent for named individuals to drop the child off, and / or collect the child from the setting.
  - Face-painting (as part of certain creative activities).
  - Taking photographs of the child which may be used for display purposes within the setting, on company website, company social media, newspaper, photograph album, monthly newsletter and annual report
  - To be involved in the handling of animals e.g. day farms, reptile visit, land snails and butterflies.
  - Administration of teething gel, Nappy cream and sun block.
  - For Wellcomm screening
  - For Tapestry software- profile creation and for child to be visible on other children's profiles
  - To take part in toothbrushing
  - To attend Surestart sensory room
  - If child's home routine is to sleep in pushchair consent will need to be obtained for them to also sleep in pushchair in setting
  - For child to be provided with buffet style lunch

**Parents/Carers must be given the OPTION to answer YES/NO or OPT IN/OPT OUT and then they will also have to sign and date. Consent forms should also state that the parent/carers can OPT OUT at any point.**

It is fully accepted that each issue referenced above is a matter for personal choice or belief, and as such Management will fully respect and abide by the decision of the parent / carer in each case.

Updated March 2018

# Data Protection and Record Keeping policy and procedure

## Purpose of policy

To ensure that where information is stored or processed steps are taken to ensure this information is stored or processed in accordance with Data Protection Act 1998 and the General Data Protection Regulation, 2018. Greenway Women's Group is committed to keeping personal information about children, parents and carers and staff as secure as possible.

Greenway Women's Group is registered with the Information Commissioners Office:

ICO Northern Ireland [ni@ico.gsi.org.uk](mailto:ni@ico.gsi.org.uk)

Telephone: 028 9027 8757

This policy has been developed in line with guidance provided by The Department of Health, Social Services and Public Safety (DHSSPS) guidance document *Good Management, Good Records* (2011). The guidance states that records enable an organisation to:

- conduct business in an orderly, efficient and accountable manner
- deliver care and services in a consistent and equitable manner
- support and document policy formation and managerial decision-making
- provide consistency, continuity and productivity in management and administration
- facilitate the effective performance of activities throughout Greenway
- provide continuity in the provision of services, care, or treatment
- provide continuity in the event of a disaster
- meet legislative and regulatory requirements including archival, audit and oversight activities
- protect the interests of Greenway Women's Group, Public Safety and the rights of employees, service users and funders
- support and document current and future research, and document activities, developments and achievements, as well as historical research
- establish and provide evidence of business, personal and cultural identity
- maintain the corporate, personal or collective memory

This information and further information can be found at <https://www.health-ni.gov.uk/articles/gmgr-records-management#toc-2>

## Data may be stored in 2 forms:

- Paper copies
- On computer/ IPAD / Flashdrive



## **Management duties include ensuring:**

- There is a system in place to control all records stored on all media, throughout their lifecycle- please see record storage, disposal or removal schedule
- Organisation of records so that records are grouped together- a file plan should be created for this.
- The retention and disposal actions including destruction or transfer to PRONI within the appropriate timescales are in effect including procedures for documenting those actions
- Organisational risk assessments take place in terms of record management
- A lead person responsible for Data Protection/Record Management is nominated
- All staff must read and sign that they have read this policy and understand the procedures they should follow during induction or as and when the policy is updated
- All staff are appropriately trained so that they can carry out their designated duties and responsibilities
- A schedule is provided for the safe destruction/ removal of records
- Service users will be made aware of this policy and understand that they have a right to access any of their personal information maintained at *GWG*
- *GWG* is registered with the Information Commissioner and will follow any guidance in relation to the storage/ sharing or loss of information
- Respond to any requests from staff or service users for access to records
- Ensure Data Protection is upheld at all times

## **Staff will ensure they:**

- maintaining their records in accordance with their *GWG's* Records Management Policy which they are required to read and confirm understanding via signature
- only destroy records in accordance with the organisation's Disposal Schedule and procedures
- are responsible for any records that they create or use in the course of their duties
- that they safely transport any documents which contain sensitive personal data- for example, best practice would be to stay onsite to complete any work on planning/observations as once they leave the building with the sensitive data they could possibly lose the data, this would be a breach of *GDPR* and would have to be reported to *ICO* and could result in disciplinary measures

**It is essential that all service users are informed how their data will be used. To do this they should be informed of:**

- who you are
- how you'll use their personal information
- that they have the right to see the information and correct it, if it's wrong
- Also if the information will be used in other ways, such as being passed to other organisations- if so services users should be given the option to 'opt in' or 'opt out'.

## **Responding to Data Access requests**

**Management should respond to data requests in the following ways:**

## **STAFF**

Your staff have the right to ask for a copy of the [information you hold about them](#). This includes information about grievance and disciplinary issues.

- You must respond to their request within 40 days.
- You may be able to withhold some information when responding to a request if the information concerns someone else - you need to protect someone who's accused them of harassment, for example.
- Staff may follow the complaints procedure if they think their information is being misused

## **SERVICE USERS**

Under data protection law, anyone can ask for information about them - you must respond to their request within 40 days.

Service Users will not be charged a fee for a copy of their information however Greenway Women's Group have the right to charge a fee if the request is unfounded or excessive e.g. Someone asking for information on 7 of their children whom attended 8 + years ago- as this would take a lot of time to gather and process.

Service Users have the right to know:

- what information is being used
- why it's being used
- where it came from
- who can see the information
- what any codes mean- so they understand information

They must send them a hard copy - like a print out or photocopy. If request is received by email, you can send the information by email if the requester agrees.

## **Exemptions**

You might not need to give all the personal information you have about someone if requested. For example, it may contain legal advice or relates to another person.

## **Direct marketing**

- You must check if customers want to be contacted by fax, phone, post or email, and give them the chance to object.
- You must also ask for their permission if you want to share their information with another organisation.

## Letting service users opt out

- Service Users have the right to stop their information being used for direct marketing.
- You must make it easy to opt out - for example by sending a 'STOP' text to a short number, or using an 'unsubscribe' link.

## Direct mail

Check that your mailing lists don't include anyone who's asked not to receive direct mailing

## Email marketing and text messages

- Ensure you are only sending marketing emails to individual service users if they've given you permission.
- Emails or text messages must clearly indicate:
  - who you are
  - that you're promoting something
  - what the promotions are, and any conditions

## Data Breach

If any personal and confidential data is lost by anyone within the organisation it should be reported to the Information Commissioner within 72 hours of becoming aware.

If the breach is high risk which may affect an individual's rights and freedoms, the individual must be informed immediately.

### Staff should:

- report to management immediately if they become aware of any form of breach
- should be aware that this breach will then have to be reported to the ICO
- An investigation will take place which may result in disciplinary procedures
- Keep a record of the breach

## Record Storage, Disposal or Removal

### Methods of destroying or removing records

- Private and confidential records should be shredded using a company who provides cross shredding.
- A certificate on destruction should be received.
- If shredding of any documents which contain personal and confidential information takes place on premises a record should be kept of item being shredded. Shredding should be witnessed by 2 staff members who should then sign and date the shredding register.
- All backups and online copies must also be permanently deleted.

### Record storage safety measures include:

- Designated keyholders
- Childcare Offices only accessible via key
- Managers Office only accessible via key
- Reception area will have on duty receptionist and can only be accessed via code known only by staff members
- All computers password protected
- Personal information sent via email should include encryption
- All computers have up to date security software
- A Designated person in charge of ICT
- Filing cabinets and storage cupboards which lock
- Childcare Rooms only accessible via code known only by childcare staff and senior management
- Tapestry online journal should ensure only keyworkers can access their key children using a specific password and pin, parents will be provided with a specific password and pin known only by Childcare Manager and are advised to change this when they first access
- Data Protection and Information Sharing training has been provided
- A disposal record is kept and method of disposal recorded
- A removal record is kept and method of removal/storage recorded

## Record Storage, Disposal or Removal Schedule

Record	Method of Storage	Timescale	Final Action
Daily registers of attendance	Stored in folder in locked cabinet in childcare room. Also on Childcare Manager's computer, archived when child leaves.	8 years from the date of the last entry.	Destroy
Register of visit to Surestart	Same as above	8 years from the date of the last entry.	Destroy
Children's enrolment register	Locked cabinet in Childcare Manager's Office,	8 years from the date of the last entry.	Destroy

	archived after child leaves		
Parental contracts	Locked cabinet in Childcare Manager's Office, archived after child leaves	8 years from the date of the last entry.	Destroy
Additional consent forms	Locked cabinet in Childcare Manager's Office, archived after child leaves	8 Years from date of last entry	Destroy
Visitors book- reception	Kept in folder in reception for 1 mth and then removed to Manager's Office which can only be accessed via keyholder	8 Years from date of last entry	Determined on review
Accidents/incidents	Stored in file in Childcare Rooms which are placed into locked,	8 Years from date of last entry	Destroy
Daily room checks including bathroom	Stored in file in Childcare Rooms which are placed into locked, archived annually	8 years from the date of the last entry.	Destroy
Lunch menu	Stored in file in Manager's Office, archived annually	8 years from the date of the last entry.	Destroy
Staff rota	Stored in file in Manager's Office, archived annually	8 years from the date of the last entry.	Destroy
Nappy changes	Stored in file in Manager's Office, archived annually	8 years from the date of the last entry.	Destroy
Complaints register	Stored in file in Manager's Office in locked cabinet, archived annually	8 years from the date of the last entry.	Destroy
Individual education plans	Stored in file on Manager's computer which is password protected, also in child's observation folder stored in a locked cabinet, archived when child leaves	8 years from the date of the last entry.	Destroy
Wellcomm Assessment	Stored in child's observation folder stored in a locked	8 years from the date of the last entry.	Destroy

	cabinet, archived when child leaves		
Lunch payment sheets	Stored in file in Manager's Office in locked cabinet, archived annually	8 years from the date of the last entry.	Destroy
Confidential conversations relating to individual cases (for child protection see below)	Stored in file in Manager's Office in locked cabinet	8 years from the date of the last entry.	Destroy
Child Protection documents	Stored in file in Manager's Office in locked cabinet	75 years after closure or 15 years after death of child if child dies before attaining the age of 18.	When the retention period has expired, PRONI to determine on review.
Medication consent + administration	Stored in child's observation folder stored in a locked cabinet, archived when child leaves Daily medication administration sheets to be stored in file in childcare room then removed annually to be archived	8 years from the date of the last entry.	Destroy
Family Support Hub referrals + family support documents	Stored on referrer's computer which is password protected and on hardcopy in locked filing cabinet	23 years	Destroy
Tapestry Online Learning Journal	Password details stored on Manager's computer- password protected	Downloaded when child is due to leave and given to parent	Deleted
Minutes of Practice Leader and Staff Team meetings	Stored in file in Manager's Office in locked cabinet, archived annually	8 years from the date of the last entry.	Destroy
Staff Bank Details	Stored in a locked cabinet in Finance Office/ on Finance computer which is password protected	6 years after employment has ended	Destroy
Staff National Insurance Number	Stored in a locked cabinet in Finance	6 years after employment has ended	Destroy

	Office/ on Finance computer which is password protected. Also on timesheets stored on Manager's computer-password protected and in staff folder in Centre Manager's Office only accessible by key		
Staff employment folders	Stored in folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry.	Destroy
- Contract of employment	Stored in folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry	Destroy
- Staff Birth Certificate	Stored folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry.	Destroy
- Staff Training	Stored folder in Centre Manager's Office only accessible by key and on Childcare Manager's computer-password protected	8 years from the date of the last entry.	Destroy
- Annual Leave	Stored folder in Centre Manager's Office only accessible by key and on Childcare Manager's computer-password protected	8 years from the date of the last entry	Destroy
- Staff Timesheets	Stored folder in Centre Manager's Office only accessible by key and on Childcare Manager's computer-password protected	8 years from the date of the last entry.	Destroy
Access NI	Stored folder in Centre Manager's Office only	Until final decision about the applicants suitability is determined. This should not exceed 6 months.	Destroy immediately

	accessible by key and on Childcare Manager's computer-password protected	Access NI will approve the retention of the disclosures for a longer period in exceptional circumstances and where there is a requirement to retain so that the RQIA can have access to fulfil its statutory duties.	
A record should be kept on the personnel file of: <ul style="list-style-type: none"> <li>• The date of the disclosure</li> <li>• The name of the subject of the disclosure</li> <li>• The type of the disclosure namely, whether it is the Basic, Standard or Enhanced type</li> <li>• The position which the disclosure was applied for</li> <li>• The unique number that was issued by Access NI for that Disclosure; and</li> <li>• The recruitment decision taken</li> </ul>		Age 100 The records should be signed and dated by a person of sufficient authority and seniority who could represent the organisation in court	Destroy
- Verification of identification to meet service level agreement with Employers for childcare to carry out Access NI	Stored folder in Centre Manager's Office only accessible by key and on Childcare Manager's computer-password protected	8 years from the date of the last entry.	Destroy
- Confirmation of Vetting	Stored folder in Centre Manager's Office only accessible by key and on Childcare Manager's computer-password protected	8 years from the date of the last entry.	Destroy
- Health Declaration	Stored folder in Centre Manager's Office only accessible by key	Until age 100	Destroy
- Staff Application Form	Stored folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry.	Destroy
- Qualifications and Staff references	Stored folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry.	Destroy
- Letter of Offer + Acceptance letter	Stored folder in Centre Manager's Office only	8 years from the date of the last entry.	Destroy



	accessible by key		
- Next of Kin details	Stored folder in Centre Manager's Office only accessible by key	8 years from the date of the last entry.	Destroy
- Staff Travel	Stored in locked filing cabinet in Finance Office- only accessible by key	6 years following the end of the financial year to which they relate	Destroy
- Confirmation of policies	Stored folder in Centre Manager's Office on accessible by key	8 years from the date of the last entry.	Destroy
Resignation/termination/retirement letters	Stored folder in Centre Manager's Office on accessible by key	8 years from the date of the last entry.	Destroy
Return to Work Interviews	Stored folder in Centre Manager's Office on accessible by key	8 years from the date of the last entry.	Destroy
Supervisions/ appraisals	Stored folder in Centre Manager's Office on accessible by key In staff's personal folders stored in locked cupboard in room	8 years from the date of the last entry.	Destroy
Certificate of registration	Displayed on notice board outside of Toddler Room- NOT TO BE COPIED	8 years from the date of the last entry	Destroy
Insurance documents	Stored in Finance Office filing cabinet which can only be accessed by key Main certificate photocopied and displayed within childcare rooms and in drop in area	8 years from the date of the last entry	
Evaluation/Feedback and research questionnaires	Stored folder in Childcare Manager's Office on accessible by key	8 years from the date of the last entry	Destroy
Risk assessments	Stored in folder in locked cupboard within childcare rooms and also in	8 years from the date of the last entry	Destroy

	H+S folder in Finance Office- only accessible by key		
Inspection documents	Stored folder in Childcare Manager's Office filing cabinet-only accessible by key	8 years from the date of the last entry.	Destroy
Student placement folders	Stored folder in Childcare Manager's Office filing cabinet-only accessible by key	8 years from the date of the last entry.	Destroy
Receipts	Stored in Finance Office filing cabinet which can only be accessed by key	6 years following the end of the financial year to which they relate	Destroy
Invoices	Stored in Finance Office filing cabinet which can only be accessed by key	6 years following the end of the financial year to which they relate	Destroy
Purchasing orders	Stored in Finance Office filing cabinet which can only be accessed by key	6 years following the end of the financial year to which they relate	Destroy
Delivery Notes	Stored in Finance Office filing cabinet which can only be accessed by key	2 years following the end of the financial year to which they relate	Destroy
Funding applications	Stored in Finance Office filing cabinet which can only be accessed by key Also on Childcare Manager, Training Officer, Finance Officer or Centre Manager's Office computer- whichever the application relates to	6 years following the end of the financial year to which they relate	Destroy
Funding monitoring	On Childcare Manager, Training	6 years following the end of the financial year to which they relate	Destroy

	Officer, Finance Officer or Centre Manager's Office computer- whichever the application relates to	<b>Any records pertaining to European Union(EU) funding must, by EC Regulation, be retained for at least seven years after EU Programme spend has been completed</b>	
Contracts with funders	On Childcare Manager, Training Officer, Finance Officer or Centre Manager's Office computer- whichever the application relates to	6 years following the end of the financial year to which they relate	Destroy
Parental participation onsite courses	On Childcare Manager + Training Officer computer-and hardcopy within locked filing cabinet	8 years from the date of the last entry.	Destroy
Observations	In child's folder in locked cabinet in Childcare Rooms- then removed to be archived when child leaves	8 years from the date of the last entry. (Unless it relates to child protection issue)	Destroy
Settling in documents and transition document	In child's folder in locked cabinet in Childcare Rooms- then moved to be archived when child leaves	8 years from the date of the last entry.	Destroy
Waiting list	In locked cabinet in Childcare Room	Updated every July/August- names on waiting list should be contacted and asked if they would like to remain on list if they have not been successful in securing a place	Destroy
Fire Drill book	In Childcare Manager's Office- only accessible by key	8 years from the date of the last entry.	Destroy
Annual Report	In Childcare Manager's Office- only accessible by key	3 Years	Destroy
Room diary	In locked cabinet of room it relates too	1 year after the end of the calendar year to which they refer.	Destroy
Photographs	On Ipad kept in locked cabinet within Toddler Room- Ipad is	1 Year after child has left	Destroy/ Delete

	<p>given to Childcare Manager every month to be downloaded onto computer- only accessible by password</p> <p>Some photos displayed in room/ outside boards/annual report/ newsletter/ publications/child's photo album- only with consent from person with parental responsibility.</p> <p>Photos on camera are downloaded after they are taken to Childcare computer/ Manager's computer or Training computer- only accessible by password and then photos are wiped of camera.</p> <p>Photos can be backed up onto flashdrive kept in locked cabinet in Office</p>		
Training materials - manuals, videos, photographs	On Childcare Manager, Training Officer, Finance Officer or Centre Manager's Office computer- whichever it relates to	Retained for as long as required for training purposes	Destroy
Training evaluations	On Childcare Manager, Training Officer, Finance Officer or Centre Manager's Office computer- whichever department it relates to	2 years	Destroy
Training plans	On Childcare Manager, Training	2 years	Destroy

	Officer, Finance Officer or Centre Manager's Office computer- whichever the application relates to		
Cleaning Records	In Childcare rooms- then removed to Childcare Manager's office to be archived	2 years	Destroy
Interview documentation	In a locked cabinet in Centre Manager/ Childcare Manger's Office	1 year	Destroy
Job Advertisements	In a locked cabinet in Centre Manager/ Childcare Manager's Office	1 year	Destroy
Job Applications- successful (following termination of employment)	In a locked cabinet in Centre Manager/ Childcare Manager's Office	3 years	Destroy
Documents	In a locked cabinet in Centre Manager/ Childcare Manager's Office	1 year	Destroy
Interview Documentation	In a locked cabinet in Centre Manager/ Childcare Manager's Office	3 Years	Destroy
Note confirming that an Access NI check was carried out and offer of appointment withdrawn	In a locked cabinet in Centre Manager/ Childcare Manager's Office	3 Years	Destroy
Job descriptions (following termination of employment)	In a locked cabinet in Centre Manager/ Childcare Manager's Office	3 Years	Destroy
Equality Monitoring returns	In a locked cabinet in Centre Manager/ Childcare Manager's Office	3 Years	Destroy
Welcome Pack	In a folder in Childcare	8 years from the date of last entry	Destroy

	Manager's Office- only accessible by key		
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Updated April 2018

# ICT and Use of Social Networking Sites

The internet can be freely accessed within the childcare room via I pads for child care matters **ONLY** (including finding resources, planning, Tapestry etc.) during working hours.

## Procedure

In order to protect children, staff and facilities:

- Staff must not download personal music / films etc
- Staff must be aware of viruses which could lurk in emails. Whilst using the nursery internet facilities staff must not open any emails from names that aren't recognised in order to protect the nursery computer from potential viruses
- Staff must be aware that all incoming and outgoing emails can be read by the nursery manager. This is not intended to infringe on staff privacy, but the internet is a very public way of communicating and like all companies, management reserves the right to ensure that the name of the nursery is not brought into disrepute
- It is vitally important that staff are careful about content that they search out or download
- Every time you view a page on the internet, it is possible to trace your visit back to the nursery computer. This means that it is possible to tell if the nursery computer was being used to look at inappropriate web pages
- Children are to be encouraged to use the internet to access educational learning sites, but must be supervised at all times
- Photos and videos should be stored on I pads for up to 1 month and then transferred to Childcare Managers computer; photos can only be uploaded to Tapestry only. Photos will be stored and destroyed in line the GWG's 'Record storage, disposal and removal schedule'
- I pads should be kept in locked cabinet and keys should be kept in key cabinet in Childcare Manager's office and should be returned to office cabinet everyday
- I pads can only be accessed using password, staff are not permitted to change this password
- Written consent from parents is required before a profile is created for their child using the Tapestry software- please also refer to Tapestry' policy and 'Data Protection' policy
- If inappropriate use of technology is witnessed by a staff member they should refer to and implement their 'whistleblowing' policy

**As an employee of Greenway Womens Group you must adhere to the following restrictions when using social networking sites:**

- Staff must NOT mention Greenway, staff, parents or children during discussions on any social networking sites, unless it is to share a status from Greenway's own social media page
- If any staff members have parents as friends then there should be NO discussions of the childcare, staff or their child/children. If parents have any questions/concerns regarding their child, childcare or staff then this should be discussed in a professional manner with management at GWG
- Staff must NOT mention their place of work on their personal profile page
- There MUST not be any pictures of the nursery, children or staff (unless permission by individual staff is received).

- If / when your employment at the *Greenway Women's Centre* commences, then you must continue to follow restrictions such as: Discussing the nursery, staff, parents or children on any social networking sites
- During events parents and carers should be reminded that they must not upload photos containing another child's image to social media without the consent of the person with parental responsibility
- Parents/carers should be reminded that photos which they download from their child's Tapestry must not be uploaded to their social media account without consent from the person with parental responsibility

If any staff member does not adhere to this policy then disciplinary action will be taken. This could lead to instant dismissal depending on the restrictions you have breached, otherwise it will be as detailed in the disciplinary policy.

Updated April 2018



# Photograph Storage Policy & Procedure

Greenway Women's Group Childcare Service is committed to the protection of children and their families. In line with current legislation the taking, storage and use of photographs of the children attending may only be done with prior written consent from the child's parent or guardian. Storage of photographs taken will be kept using the following procedure:

- No photographs will be taken of the children using any individual's personal camera or camera phone.
- I pads will be used for Childcare Rooms ONLY
- Staff should give IPADs to Childcare Manager at the end of every month for photos to be downloaded to Childcare Manager computer and deleted of Ipad
- Staff should ensure that I pads are stored in locked cabinet at end of every day- childcare rooms where locked cabinet is stored can only be accessed via security code
- Photographs can only be taken by permanent childcare staff
- Photographs can be downloaded onto the Childcare Manager's computer by the Childcare Manager only
- Photographs will be stored on the Childcare Manager computer in line with GWG 'Data Protection and Record Keeping Policy'
- Childcare Manager's computer is password protected.
- No other individual may access the Childcare Manager computer
- Photographs may only be used for purposes such as photograph albums or displays inside the childcare rooms written consent must be gained for anything else
- Photographs may not be displayed outside of the childcare rooms unless written consent is gained
- Trips or outings where other organisations may wish to take photographs of the children may only be taken with prior written consent from the child's parent or guardian.
- Photographs which are chosen for use for the company website may only be used with prior written agreement from the child's parent or guardian.
- In the case that photographs are used for the company website the Childcare Manager will liaise directly with the website designer and written consent should be gained
- Photographs which are chosen for use in any promotional material (i.e. annual reports, leaflets etc.) may only be used with prior written consent from the child's parent or guardian
- Copies of photographs other than what is mentioned above should not be made under any circumstances unless the parent/carer with parental responsibility has requested a copy

All staff, trainees and volunteers will be made aware of this policy. Failure to comply with this may be considered as gross misconduct.

Updated March 2018

# Mobile Phone Usage Policy & Procedure

Greenway Women's Group childcare facility is committed to best practice and understands the importance of child protection and its principles.

Greenway childcare will ensure that their childcare facility is safe, secure and welcoming for all children and their families. Children's well being and protection is paramount at all times, eliminating the following concerns:

- Staff are distracted from their work with children
- Children are safeguarded from inappropriate use of mobile phone cameras

## Procedures

- For child protection purposes mobile phones are not permitted to be used inside the childcare rooms at any time- this includes texts, emails and photographs
- Staff must ensure that there is no inappropriate or illegal content on device
- Staff must place mobile phone in top filling area of cabinet in Managers Office- where it will be securely locked
- If staff have a personal emergency they have to ensure they have consent to use their mobile phone OUTSIDE of childcare room or they can use the centre telephones
- Mobile phones should remain on silent in order to remain unobtrusive
- Staff should ensure that their personal contact details are up to date and that relatives etc have the centre phone number in case they need to contact with an emergency
- Staff, trainees or volunteers are not permitted to take their mobile phone with them when toileting children
- Any breach of this policy will be considered gross misconduct and in breach of child protection legislation
- On trips or outings a centre mobile phone will be used which contains no camera

Updated March 2018

# Complaints Procedure

## Purpose of the Policy

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy the parent/carer and the setting.

## Who is Responsible

It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staff have been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

## Procedure

If you wish to make a complaint please follow the procedure below:

- Speak to a member of staff or directly to management about the complaint, give as much information as possible. If it is discussed with a member of staff then they will report the complaint to the manager and complete a complaints register form immediately. The manager will acknowledge receipt of the complaint within 24 hours. The complaint will then be investigated and any actions discussed will be recorded on the complaint register form, the person making the complaint should be given a copy of this form which will be signed and dated by both parties.
- All complaints will be resolved within 7 days of the complaint being made; the person making the complaint should be kept up to date with progress within the investigation.
- If you are dissatisfied with how your complaint is being dealt with then you are free to go to the Centre Manager Lindsay Cooper, 02890 799912 ext 201
- At this point it is unlikely that the complaint or problem would remain unresolved but if so then you may contact the chairperson of the board Liz Oslon, 02890 799912 ext 205
- The chairperson can arrange for two other board members and herself to act as intermediaries.
- If you remain dissatisfied with how your complaint is being dealt with you can contact The Early Years Services on 028 95042811
- A record of all complaints will be kept in a folder marked private and confidential, stored in a locked cabinet within the senior management and will be held in conjunction with our record keeping policy

Updated March 2018

# Whistle Blowing Policy & Procedure

Whilst everyone should hold the welfare and safety of every child as their paramount objective, there may be occasions where this may not be happening. It is vital that all team members talk through any concerns they may have with their line manager at the earliest opportunity to enable any problems to be ironed out as soon as they arise.

## Disclosure of information

Where a member of staff becomes aware of information that they reasonably believe tends to show one or more of the following, they **MUST** use the Greenway's disclosure procedure set out below:

- That a criminal offence has been committed or is being committed or is likely to be committed
- That a person has failed, is failing or is likely to fail to comply with any legal obligation to which they are subject (e.g. Minimum Standards of Childminding and Day Care NI)
- That a miscarriage of justice that has occurred, is occurring, or is likely to occur
- That the health or safety of any individual has been, is being, or is likely to be, endangered
- That the environment, has been, is being, or is likely to be, damaged
- That information tending to show any of the above, is being, or is likely to be, deliberately concealed.

## Disclosure procedure

- Where it is believed that one or more of the above circumstances listed above has occurred, staff should promptly disclose this with their line manager so that any appropriate action can be taken. If it is inappropriate to make such a disclosure to the Childcare Manager (i.e. because it relates to line manager) the member of staff should speak to the Centre Manager Lindsay Cooper (02890799912 ext 201). If again it is inappropriate to speak to the Centre Manager staff should speak to the Secretary for the Board of Directors Mae McQuillan or the Chairperson Liz Oslon (02890799912 ext 205).
- Staff will suffer no detriment of any sort for making such a disclosure in accordance with this procedure.
- All disclosures raised will be treated seriously and will be dealt with in a consistent and confidential manner. A record of the disclosure will be made and will be signed by the person who made the disclosure and also the person who dealt with the disclosure. This record will be kept in a folder marked private and confidential within a locked cabinet of the person who dealt with the disclosure in conjunction with GWG Record Keeping and Management policy.
- The person who made the disclosure will be updated on the progress of the investigation.
- Any staff member who is involved in victimising staff that make a disclosure, takes any action to deter staff from disclosing information or makes malicious allegations or disclosures in bad faith will be subject to potential disciplinary action which may result in dismissal.
- Failure to report serious matters can also be investigated and potentially lead to disciplinary action which may result in dismissal
- Any line manager who inappropriately deals with a whistle-blowing issue (e.g. failing to react appropriately by not taking action in a timely manner or disclosing confidential information) may be deemed to have engaged in gross misconduct which could lead to dismissal.
- If you remain dissatisfied with the outcomes of an investigation you can contact the Early Years Services on 028 95042811

Updated March 2018

# Staff Development and Training

Greenway Women's Centre highly values its staff. It is in the interests of the setting, the children, families, and the individual, that each staff member is given the opportunity to develop their skills to their maximum and to broaden their knowledge and skills in caring for children.

Personal and professional development is essential to maintaining the quality and delivery of high quality care and education for young children in early years. It underpins all aspects of curriculum delivery and positive interactions. At Greenway we ensure that at least 50% of staff are qualified to Level 3 or equivalent in childcare and education and aim towards 100%. Other staff working at the nursery will either be qualified to Level 2 or undertaking training. We strongly promote constant professional development and all staff have individual training records and continued professional development plans to enhance their skills and expertise.

External training and support is sought as appropriate to the needs of the nursery and the children attending and to renew/update staff qualifications.

## **To facilitate the development of staff we:**

- Lead and role model with staff, and offer encouragement and support to achieve a high level of morale and motivation
- Promote teamwork through ongoing communication, involvement to enhance practice
- Provide opportunities for delegation based on skills and expertise to offer recognition and stimulate staff
- Encourage staff to contribute ideas for change within the nursery and hold staff meetings and team meetings to develop these ideas. Meetings are also held to discuss strategy, policy and curriculum planning
- Encourage staff to further their experience and knowledge by attending relevant external training courses
- Encourage staff to pass on their knowledge to those who are less experienced and disseminate knowledge from external training to small groups of staff within the day care
- Provide in-house training relevant to the needs of the nursery as and when possible
- Carry out ongoing supervision with all staff. Staff appraisals are carried out every year where objectives and action plans for staff are set out, whilst also sourcing training according to their individual needs
- Develop a continued professional development plan addressing both qualifications and continuous professional development needs of the setting and of individual staff
- Promote a positive learning culture within the setting
- Delegate responsibilities according to an individual's expertise
- Carry out training needs analysis for all individual staff, the team as a whole, and for the day care
- Carry out full evaluations of all training events and use these to evaluate the training against the aims set to enable the development of future training programmes to improve effectiveness and staff learning
- Provide inductions to welcome all new staff and assign a senior member of staff to support new staff and offer support and guidance.

Reviewed March 2018

# Case Conference Policy and Procedure

## Greenway can attend Child Protection Case Conferences in two ways:

1. By being asked by social services to attend in order to share information about the family in question.
2. Or by being invited by the family in an advocacy role, therefore supporting the family.

It will be the Practice Leader or any other member of staff as deemed necessary (e.g. key worker) and possibly their Line Manager who will attend with the prior knowledge of the family.

## Procedure

### In order to fulfil our role we will follow these steps:

- The Worker and/or Line Manager will consider *GWC's* input into the Initial or Review Case Conference including the contents of the UNOCINI report which is based on information from *GWC* records.
- Workers must discuss the contents of this report with the family prior to presentation and/or attendance at the Case Conference.
- The family should be informed that *GWC* has been asked to contribute to the Case Conference by providing a written UNOCINI report outlining our involvement with the family.
- The report should be factual and outline any concerns with regard to the family circumstances as well as noting positive aspects of the family's engagement with *GWC*.
- The contents of the UNOCINI report should be discussed with the family prior to the report being submitted to Social Services, this copy should be signed by the family, noting any issues raised by the family regarding the content of the report.
- A copy should be left with the family, a number of copies made to present at the Case Conference and a copy placed on record in the family file.
- The Worker / Line Manager should be prepared to play a full part in the discussion and decision making process at the Case Conference. It is only by taking part in such Conferences that *Greenway* can contribute to effective care plans for the family to ensure the needs of the child/ren are met in the best way possible, therefore ensuring welfare is paramount. When the Line Manager is present they will take the vote, for or against, placing the child on the Child Protection Register. The final decision rests with the panel.

## Supporting families at Case Conferences - Your role.

Parents are able to bring an advocate with them to the Case Conference to offer support and encouragement and to feel they have someone there who knows them well. They may request

that their Family support worker, Practice leader or key worker at Greenway attends the conference with them as well as, or instead of others. This can be very helpful for the family, demonstrating their continuing commitment to them in difficult circumstances but underlining that Greenway staff will ensure the needs of the child/ren are paramount and will take part in the discussions with the interest of the child as their first priority.

However, the role of an Advocate/Family Support Worker is very different from that of a voting member of the panel as the representative i.e. the Line Manager. When the Line Manager is present the role of the Sure Start Worker is about supporting the parent/s, raising issues on behalf of the family and not as a voting member of the panel.

- When a Worker is attending a Case Conference on their own, there should be prior discussion with their Line Manager/Project Co-ordinator about their input and their willingness to act as a voting member. The Principal Social Worker Chairing the Case Conference can be contacted through Social Services to clarify any points prior to the Case Conference meeting.
- GWC will be represented by relevant staff members and Line Managers, as appropriate. Line Managers should provide effective guidance and support for Workers throughout the process.
- The role of GWC at Case Conferences will be to take a vote/or abstain from voting as the case may be. The decision of the Panel will determine the final outcome of the Case Conference and resulting care plan for the child/family.

### **Core Group for Case Conferences:**

The Core Group is made up of representatives from the Health, Social Care and Education fields. Sure Start is not classed as a member of the Core Group but can be invited to the Conference in that capacity.

### **Quorum at Case Conferences:**

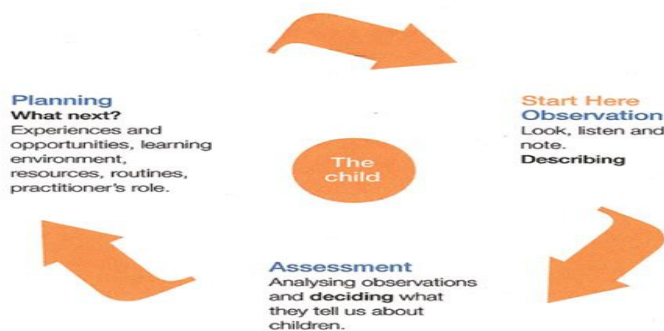
In order to proceed with Case Conferences it is essential to have a specific number of different groups/agencies present at the meeting (a quorum). GWC may be counted in the quorum for the meeting to go ahead but is not obliged to attend Case Conferences to make up a quorum.

### **Minutes of Case Conference.**

Case Conferences will normally have a record of formal minutes taken of the key discussions at the meeting. Copies of the minutes or summary report of the main findings and decisions of the Panel taken will be circulated to all those who were present, often including family members, within 14 days. GWC staff members must ensure minutes are kept in a secure place to ensure confidentiality and placed within the family file records. **Reviewed March 2018**

# Observation, Assessment and Planning Policy & Procedure

Observation is the practice of watching, listening to children to see what they are interested in and what they are learning through their play. Parents and practitioners should share what they know in order to effectively plan activities which support and challenge the child.



**We currently follow the Early Years Foundation Stage curriculum guidance**

## **Management will:**

- Ensure all staff are trained in the area of observation and planning
- Ensure Practice Leaders are supported and have the relevant resources for developing effective plans
- Ensure Childcare Assistants are supported in developing active plans
- Review Tapestry usage ensuring staff are actively using Tapestry
- Register parents on Tapestry and develop a password and PIN, which is sent home alongside an information letter
- Ensure all confidential information is stored in line with the GDPR
- Ensure funding is available to update Tapestry software
- Support staff in the development of individual education plans
- Support staff in carrying out Wellcomm screening with parental consent
- Hold an annual planning meeting every August to develop monthly themes and record resources needed for these themes
- Ensure Practice Leaders are continuously planning
- Support Practice Leaders if they identify a need
- Support staff if they have a concern about a child's development or behaviour

## **Practice Leaders will:**

- Provide parents with information on observations at individual induction sessions when their child first enrolls- this includes showing a blank child's observation on Tapestry
- Allocate a keyworker system



- Provide parents with Tapestry consent form
- If parents opt out from using Tapestry show them alternative methods of observation
- Ensure each child has a hardback assessment folder and an observation folder
- Ensure baseline assessments are carried out on each child using child's assessment folder in October, February and June
- Ensure these assessments are transferred onto Tapestry
- Ensure that targets taken from assessments are added to quarterly plans these quarterly plans should then be added into weekly plans using the following colour coded system for noting child's initials and the learning outcome in 'obs' box:
  - Black pen: 8-20 mths
  - Blue pen: 16-26 mths
  - Red pen: 22-36 mths
  - Green pen: 30-50 mths
- Ensure Childcare Assistants check weekly plans and are given opportunities to add activities for key children
- Ensure children's current interests are used to inform planning
- Introduce each parent to all staff/volunteers who will be working with their child and child's specific key worker
- Ensure Childcare Assistants are carrying out observations
- Wellcomm speech and Language screening tool will be used to provide a baseline indicator of developmental level, parental consent MUST be gained before screening
- Have a short meeting with staff every morning to discuss plans for that day
- Ensure environment is enabled
- If a behavioural management issue arises ensure staff use the ABC Behaviour Observation Tool to identify potential triggers (found in mastercopy folder)

### **Childcare Assistants will:**

- Carry out observations on a regular basis and share these with parents/carers throughout the year. This can include written short/long observations or observations uploaded to the Tapestry software
- Bring observations to staff planning meetings to assist in planning and organising the curriculum to help meet the individual needs of children
- Have an active input into the development of weekly plans and check plans on a daily basis
- Record factual information, not opinions however if using the Tapestry software Keyworkers can add an additional comment after observation is published

### **Recording worries/concerns**

If a staff member is concerned about a child's development they should ensure that they are keeping up to date and accurately factual records on observations or conversations they may have in regards to the concern. Confidential recording sheets are found in the mastercopy folder in each room. These should be signed and dated and placed into confidential record folder in a locked cabinet. Staff should also follow the reporting concerns flowchart.

**Updated March 2018**

# Absence of the Childcare Manager

Greenway Women's Group will encourage all staff to maximise their attendance to work while recognising that employees will from time to time, be unable to attend for short and sometimes long periods of time due to illness or leave. This policy and its procedures relates to periods of absence of the Childcare Manager Joanne Leetch.

We aim to ensure children, parents, trainees, volunteers and staff will receive the same level of support and guidance in the Childcare Manager's absence.

## Procedure

In the event of an absence due to illness:

1. Childcare Manager Joanne Leetch will report her absence to the Centre Manager.
2. If the Centre Manager is unavailable Childcare Manager will report her absence to Director Mae McQuillan or Chairperson Liz Oslon.
3. Childcare Manager will provide the following information to either the Centre Manager or Director;
  - When they became ill
  - The nature of the illness
  - If the illness or accident is work related
  - Whether they will be seeking medical attention
  - The likely date they will return to work
4. Centre Manager or Director will inform childcare team of the absence of the Childcare Manager and any information they may have regarding their intended date of return.
5. Childcare staff will inform parents of the Childcare Managers absence.
6. If childcare team have any urgent issues that need addressed in the absence of the Childcare Manager they are free to report to Centre Manager or Operational Director.

### **In the event of an absence due to annual leave:**

1. Childcare Manager Joanne Leetch will book annual leave using the annual leave procedure.
2. Childcare Manager will give all relevant documentation to Centre Manager Lindsay Cooper for consideration. In the event the Centre Manager is unavailable Childcare Manager will give all relevant documentation to Director Mae McQuillan or Chairperson Liz Oslon for consideration.
3. If annual leave is approved Childcare team will be notified and date recorded in the diary. The Childcare Manager will prepare and/or delegate any appropriate work that needs to be taken care of in her absence.
4. Childcare team will inform parents of the Childcare Managers absence.
5. If childcare team have any urgent issues that need addressed in the absence of the Childcare Manager they are free to report to Centre Manager or Director.

Updated March 2018

# Admissions and Settling In Policy & Procedure

Greenway Women's Group childcare facility endeavour to be a committed provider of equal opportunities, supporting the local community by providing access to our childcare facility regardless of religion, disability, linguistic needs, sexual orientations, gender or age.

Greenway childcare will ensure that their childcare facility is genuinely accessible to children and families from all sections of the local community.

## Aims

This will be achieved by:

- Ensuring the existence of the childcare facility is widely known in the community.
- Making sure our Equal Opportunity policy is widely known
- Describing the service we provide in terms which make it clear that it welcomes all sections of the community irrespective of gender, culture, ethnicity, religion and with or without special needs/disabilities
- Admitting children according to the set criteria
- Childcare department operate waiting list with places given out on a first come first served basis
- Providing opportunities for children with special needs. The childcare manager will liaise closely with families/carers/professionals to assess their ability to meet the needs of a child with additional requirements
- Monitoring admissions to our facility to ensure no accidental discrimination is taking place

## Set Criteria

At Greenway we offer a total of 220 x 2 hour sessions per week, these are broken down into the below criteria:

### Womens Centre Childcare Fund (WCCF)

**GWG has a contract with Department for Communities to fill 125 x 2 hr sessions per week for those who meet the below criteria**

Parents and Carers who meet the below criteria will be offered up to 2 x 4hr sessions (if space is available) and will have to show evidence that they meet the below criteria:

- **In receipt of Income Support/Unemployed and registered for JSA and**
  - Engaged in part-time (less than 16 hours per week) paid voluntary/community development work
  - Engaged in vocational or educational development or training
  - Engaged in personal development training **or**

- Within the last 12 months, progressed into employment following a period of unemployment

### **Sponsored Day Care (SDC)**

- Greenway Women's Group has a service level agreement with Belfast Health and Social Care Trust to hold 20 x 2 hr sessions. These sessions are allocated by the Sponsored Day Care team

### **Private Day Care**

- Places for parents/carers who are unable to meet the WCCF funded criteria can access childcare, these spaces cost £5.00 per 2hr session

### **Family Support Hub Allocations (FSH)**

- We hold a total of 4 x 2 hr sessions for children referred to us via Family Support Hub- these places should be reviewed after 3 months and parents can access a total of 6 months care

## **Procedures**

### **Management should ensure that:**

- Staff understand the criteria of sessions available
- This policy is current and reviewed annually and that all staff have read and signed that they understand the policy
- That both childcare rooms remain within the correct ratio
  - Baby Room- 0-2 years - 1 staff member to every 3 babies
  - Toddler Room- 2-3 years - 1 staff member to every 4 toddlers
- Staff are supported during the allocation of sessions
- Registration and welcome packs are up to date and printed for potential registrations
- That finance details are passed onto Centre Manager for process monthly payment statements
- Ensure that they sign, date and provide a photocopy of contract form for parents

### **Staff should ensure that:**

- That they have the correct number of registration packs, welcome packs, contracts and consent forms for each induction
- That they contact potential parents via first come first served basis within waiting list
  - they should confirm if child still meets criteria they were originally down for
  - they should confirm contact number and address for appointment form to be sent to
  - they should discuss allocated days
  - that they record appointment times in the diary for each induction

-Inform parent/carer that during induction they have to stay onsite and should also bring child's red book to help fill out registration form

- During induction staff should:

#### Parents/carers

- Give parent/carer and child warm and friendly welcome
- Introduce each staff member including Childcare Manager
- Give parent/carer tour of centre
- Inform parent/carer that they should sign their child in every day
- Inform parent/carer of other services GWG offers
- Give parent/carer correct documentation to fill out
- Answer any questions the parent/carer may have
- Inform parent/carer of child's keyworker
- Inform parent that evidence of placement will be checked periodically throughout year
- Show parent/carer child's label, parent's notice boards, policy and procedures folder
- Inform parents/carers that they should send their child in old clothes and ensure child is appropriately dressed for weather
- Inform parent/carer about lunch
- Inform parent/carer about what they should leave in child's basket
- If relevant inform parent/carer about payment process and inform them that statements are sent out on a monthly basis, we also accept childcare vouchers and give them a copy of registration certificate if they need this
- Provide parent/carer with an information sheet on transitions and talk to parent about whys which may help child settle e.g. photo from home, comfort blanket

#### Children

- Give a warm welcome
  - Introduce to keyworker
  - Gauge how child is coping throughout session
  - Use comforting strategies if needed
  - Read books on transitions
  - Find out about likes/dislikes and use these to help child settle
  - Find out if child has a comfort item
  - Ensure settling in goes at the pace of the child
  - Should the child become overly stressed parent/carer should be contacted to collect immediately
- When registration forms are filled in the all about me section should be read by Practice Leader and keyworker and placed into child's observation folder
  - Details on collection permissions should be added to front of register- all staff made aware
  - It is should be noted in front of register folder if child is not allowed to be visible on other children's Tapestry- keyworker should be made aware

- Any allergies should be written onto allergy board and all staff made aware
- Dietary needs should be noted and all staff made aware
- Registration forms, consent forms and contract should then be given to Childcare Manager to be filed in locked cabinet in office
- Practice Leader should inform Childcare Manager when Private placed child completes 1<sup>st</sup> 2 hr session so this can be added to monthly statement
- If a child does not attend for 3 consecutive sessions without parent informing staff, Practice Leader must let Childcare Manager know immediately
- Must complete a settling in checklist alongside parents/carers- this should include details on comforters, sleep routine and feeding
- Show evidence provided to Childcare Manager- the date evidence was produced should be written on child's contract along with signature of Practice Leader and Childcare Manager
- Ensure parent/carer who is receipt of a private session understands that they will be required to pay for that place whether the child attends or not. (Parents will not be required to pay if the centre is closed.)

**Parents should ensure that:**

- They complete a registration form
- They read the Welcome Pack provided
- They keep contact details up to date
- They view the website: [www.greenwaywomenscentre.org](http://www.greenwaywomenscentre.org) or social media page for updates: Facebook- <https://www.facebook.com/GreenwayWomensCentre/>
- They remain within the centre during induction
- They can stay with their child for as long as is necessary for the purpose of settling in
- They understand that settling in is a process and child may take 2-6 weeks before staying for a full day session
- They sign their child in and out in the visitors book in reception
- Child can stay at Greenway up until the August before they start nursery or pre-school
- If you running late when picking up your child at the end of a session without prior notice you may be charged for another full session
- They inform staff immediately if child is ill or unable to attend session. If parent does not inform staff they are at risk of their contract being terminated
- They inform staff if they are running late as it may be planned to go out that day
- Produce evidence if allocated a WCCF session

# Collection Policy and Procedure

## Principles

For the purpose of protecting children and keeping safe the following procedures have been put in place.

## Collection Procedures

- Parents/carers are required to inform childcare staff in writing prior to the child being collected if a change is to be made about a designated person collecting the child
- Details of who is permitted to collect a child should be written in the front of the register folder- all staff should be made aware of this
- Parents will be asked to give a password to pass onto person collecting for extra security- this password should be recorded in diary
- Parents/carers will be asked to give a description of person collecting child
- If an undesignated person arrives to collect child they must be asked to show ID and the parents/carers of children will be contacted by telephone for confirmation
- Under no circumstances will children be handed over to an undesignated person if contact cannot be made with the child's parent/carer
- Parents/carers are required to collect children at an agreed time
- No persons under the age of 18 are permitted to collect a child unless that person has parental responsibility for the child
- Parents/carers must sign out the child within the visitor book in reception

# Behaviour Management Policy & Procedure

## Statement of intent

Greenway Women's Group Childcare Department aims to provide children the opportunity to set their own goals in a pleasant, safe and well organised early year's environment. We set age appropriate expectations of positive behaviour through encouraging, praising and modelling.. The childcare facility aims to be welcoming, providing a happy, safe and caring environment for children.

We believe that all children have the right to expect positive approaches to discipline which foster self control, self esteem, respect and tolerance. All information regarding children attending our setting is treated with the strictest confidence in line with our Confidentiality policy.

## Aims

- To ensure everyone has the opportunity to express concerns in an appropriate way
- To ensure everyone can communicate openly and honestly
- To ensure everyone we provide an inclusive environment for all
- To enable and empower children with the skills to explore freely
- To enable children to explore consequences and take responsibility for their actions
- To value and respect diversity
- To ensure the health and safety of all is protected and minimised

## Identifying behaviour and possible underlying causes

As behaviour is visible it is always the first thing to be noticed especially if it is negative. However negative behaviour may be the result of an underlying cause, it is important that all the below areas are explored when a child is displaying negative behaviour:

- The child may have a speech, language or communication need that has gone undiagnosed e.g. are they frustrated because they can't ask for help so kick out? Are you giving them enough time to process instructions?
- The child may have additional needs which are yet to be diagnosed e.g. sensory processing disorder- is the lighting in the room too much? Is the noise too much?
- The child may struggle with transitions, this could link into attachment e.g. ensure you have information which will help the child settle e.g. do they have a comforter?
- The personal family situation may be affecting the child, e.g. bereavement
- The child may have dietary needs e.g. effects to metabolism which could cause hyperactive behaviour
- The child may not be sleeping well
- The child may be in pain and cannot communicate this e.g. inner ear pain causing them to lash out



### **Management should:**

- Ensure behaviour policy is implemented, up to date and reviewed on an annual basis
- Ensure staff sign that they have read the behaviour policy
- Ensure that correct methods of observation and recording are used in line with our Data Protection and Record Keeping policy and Observation policy
- Ensure that staff implement *GWG's* confidentiality policy when dealing with negative/challenging behaviours
- Ensure supervision is carried out every 6-8 weeks and appraisal is carried out annually
- Ensure that staff have received training in the area of behaviour management
- Ensure that they are accessible on a daily basis for staff and parents to talk too
- Support Keyworkers in the development of Individual Behaviour/Education Plans
- Manage budget to ensure additional resources can be purchased when required

### **Practice Leaders should:**

- Ensure the environment is enabled, stimulating, age appropriate and inclusive
- Ensure Childcare Assistants are observing using the ABC Behaviour Observation Tool found in Mastercopy folder and recording effectively
- Ensure that any concerns/issues are being discussed with parents/carers appropriately and professionally
- Provide strategies which may help support the management of challenging behaviour for staff, children and parents/carers
- Ensure all policies are being implemented within room
- Ensure that age appropriate resources are available
- Ensure a consistent, fair and non-judgemental approach is used by all staff
- Ensure key workers are supported in the development of Individual Behaviour/Education Plans
- Ensure risk assessments are carried out
- Use supervision effectively

### **Childcare Assistants should:**

- Ensure they have read and verified that they understand all policies and that they implement these
- Ensure that a consistent, fair and non-judgemental approach is used
- Ensure they are supporting the Practice Leader in developing an enabled, age appropriate and inclusive environment
- Observe and record any issues or concerns
- Explore all possible causes of negative/unwanted behaviour
- Implement strategies from this policy which may provide solutions and evaluate their effectiveness
- Update Practice Leader regularly and use supervision effectively

- If behaviour is challenging and harmful to self or others staff should use the ABC Behavioural Observation Tool (found in mastercopy folder) to help identify triggers of behaviours
- Always wear visual cards

#### Parents should:

- Inform staff of any changes to home circumstances which could potentially affect child's behaviour e.g. new baby in family
- Work in partnership with staff to implement positive behaviour
- Be a positive role-model
- Ask staff for help/support if required (This will always be treated with strict confidentiality)
- Share what works at home in terms of behaviour management
- Talk to child at home about positive behaviour

#### Strategies to develop positive behaviour- (should be age appropriate)

- **Praise-** Use specific praise e.g. "Well done Bertie you gave Thalia a turn" or "great Simon effort you really tried "
- **Ensure consistent routine is in place-** can be supported by visuals
- **Rules/boundaries-** Rules should be displayed in room using words and pictures and awareness implemented through circle time

##### 5 basic room rules

1. **We use our walking feet**
  2. **We use our indoor voices**
  3. **We use gentle hands**
  4. **We use our listening ears**
  5. **We be kind and help each other**
- **Use visuals to reinforce message** this can include visual cards, object reference individual routines, reward charts (if child is ready to understand) or timers to build attention skills
  - **Model the language and behaviour** you would like to see and be respectful
  - **Teach the language** e.g. if child snatches remove toy and say to child they have to say "can I have a turn please"
  - **Develop emotion vocabulary and help children put a name to emotions-** If a child is screaming because they want a toy say "I know you are angry- sad- annoyed but you have to wait until it's your turn"
  - **Provide resources which explore self-expression** e.g. facial expression in mirror, books on learning to use toilet, calm down bottles/breathing techniques
  - **Keep sentences/instructions short, clear and to the point**

- **Be a pro-active listener-** have good eye contact, be at child's level, warm body language and provide space for child to talk. Check understanding by asking child to repeat back if verbal
- **Teach awareness of clarification skills** e.g. If someone speaks too fast ask them to slow down
- **Provide small group activities which will develop turn-taking skills**
- **Explain consequences-** "If you throw sand you will be taken away from sand tray"
- Flick the lights in room to indicate tidy up time
- **Provide an environment that minimises conflict-** ensure sufficient age-appropriate, stimulating resources are available
- **Reward positive behaviour-** Thumbs up, star chart, stickers or activity which they enjoy
- **Distraction-** intervene if you see a child about to display challenging behaviour and divert to another activity
- **Calm**

### Challenging behaviours which can cause risk or harm to self or others

**Examples of Challenging behaviours:**

**Kicking, biting, swearing, hitting, pulling, pushing, scraping, racist remarks, inappropriate touching and destruction of property.**

These behaviours will be dealt with on an individual basis and if persistent, in partnership with parents/cares, an Individual Behaviour Plan will be developed.

Incidents will **ALWAYS** be recorded in incident folder and parent will be required to sign and date that they have been made aware of incident- ***No other child's name will be recorded for parents/carers to see in line with our confidentiality policy.***

### Procedures for managing unacceptable behaviour

- Age appropriate strategies will be adopted and shared with parent/carers in order to plan a way forward e.g. if a child bites- do they have a sensory need? Will providing a chew buddy help?
- Shadowing- the child's keyworker should shadow the child throughout the session, implementing positive behaviour strategies and intervening is necessary
- Staff will attempt to discover any triggers or underlying reasons for behaviour including chatting with parents to identify external issues
- Staff will endeavour not to jump to conclusions about what has taken place
- Childcare staff will communicate with the child's parent/carer regularly
- An Individual Behaviour Plan will be developed and a timeframe to implement this established

- If necessary and with consent from the parent/carer advice and assistance may be sought from relevant external specialists to try to find a solution
- Staff may also offer advice on additional support or signpost other places or services the parent/carer may find useful in dealing with children who display extreme challenging behaviour
- If all avenues have been explored and behaviour has not improved in line this may result child's hours and days may be reduced for the safety of the child and the other children within setting

### **Procedures that are NOT acceptable for managing behaviour**

- A child will never be humiliated
- Any kind of physical punishment
- Using techniques that segregate or single children out- this includes time out however children may be removed from an area if they are a risk to themselves or others and are given the opportunity to calm down using calm down bottles or breathing techniques to develop self regulation
- Shouting or raising your voice inappropriately
- Physical restraint e.g.: Holding onto a child unless it is required to prevent injury to the child or other children, adults or property. In cases that this may occur it will be recorded in the accident/incident book and parents/carers will be fully informed of the incident.

# Play Policy & Procedures

Greenway Women's Group Childcare Department recognises Children's Right to play laid out by Article 31 of the UN Convention on the Rights of the Child 1991.

Greenway Women's Group Childcare Department advocates Playing as integral to children's enjoyment of their lives, their health and their development. Children and young people - disabled and non disabled - whatever their age, culture, ethnicity or social and economic background, need and want to play, indoors and out, in whatever way they can. Through playing, children are creating their own culture, developing their abilities, exploring their creativity and learning about themselves, other people and the world around them.

## Procedure

We will do this by:

- Providing a variety of choice, so that children can have control over what they want to play with
- Childcare Staff recognise children's need to test boundaries and will manage risks accordingly.
- Childcare Staff will offer opportunities for children to take controlled risks within a safe environment
- Through play children will be offered opportunities to socially interact with their peers
- Childcare staff will create opportunities through play for children to develop self esteem and embrace diversity
- The layout of the room will include enough choice for the child to choose what area they wish to utilize.
- GWG will encourage childcare staff to participate in a Play Work qualification in addition to CCLD and the principles of play as set out by Playboard will be adhered too. (Please see p.54)
- Childcare staff will seek out information from Parents/Carers from comments book, registration pack and verbally to maximise the children's learning and development through play
- Childcare staff will keep adult involvement in the children's play to a minimum, but will keep children safe from harm
- The environment created within the childcare rooms will endeavour to create space and light as well as a variety of resources, natural materials and objects
- Upon evaluation of activities childcare staff will consider children's views and preferences when planning activities
- Childcare staff will ensure that children's play goes uninterrupted as much as possible and that this will take precedence over adult led agendas

## The Playwork Principles

These Principles establish the professional and ethical framework for playwork and as such must be regarded as a whole. They describe what is unique about play and playwork, and provide the playwork perspective for working with children and young people. They are based on the recognition that children and young people's capacity for positive development will be enhanced if given access to the broadest range of environments of play opportunities.

1. All children and young people need to play. The impulse to play is innate. Play is biological, psychological and social necessity, and is fundamental to the healthy development and well being of individuals and communities.
2. Play is a process that is freely chosen, personally directed and intrinsically motivated. That is, children and young people determine and control the content and intent of their play, by following their own instincts, ideas and interests, in their own way for their own reasons.
3. The prime focus and essence of playwork is to support and facilitate the play process and this should inform the development of play policy, strategy, training and education.
4. For Playworkers, the play process takes precedence and playworkers act as advocates for play when engaging with adult led agendas
5. The role of the playworker is to support all children and young people in the creation of a space in which they can play
6. The playworker's response to children and young people playing is based on a sound up to date knowledge of the play process, and reflective practice
7. Playworkers recognise their own impact on the play space and also the impact of children and young people's play on the playworker
8. Playworkers choose an intervention style that enables children and young people to extend their play. All playworker intervention must balance risk with the developmental benefit and well being of children

The Playwork Principles were developed by the Playwork Principles Scrutiny Group, convened by Play Wales and adopted by SkillsActive in 2005.

(Playboard Northern Ireland: Driving the agenda)

**Reviewed March 2018**

# Health and Safety policy and procedure

The UN Convention on the Rights of a Child state that:

**"Children have the right to be as healthy as possible, live and play in a safe healthy unpolluted environment and benefit from preventive health care and education".**

Learning about health is an important area of learning. If good health habits can be developed early they are likely to be continued throughout life.

## **Statement of intent**

The policy within Greenway Women's Group childcare facilities is to provide the children with a healthy, safe, stimulating environment in which to work and play.

The childcare department promotes healthy eating habits, socialisation skills and healthy snacks.

Children with special dietary needs are catered for.

## **Procedure**

**We will endeavour to maintain high levels of health and safety by ensuring that:**

### **Outdoors**

- On outings childcare staff will maintain correct ratio of one adult to two children.
- Parents will be advised on health and safety before embarking on trips out
- Childcare staff will use mobile phone with no camera for use in emergencies whilst on outings with children
- Parents will be invited to join their children on outings that all children registered are invited to attend. For example on trips to Zoo/Farm etc
- Additional staff including bank staff and Volunteers may be asked to attend outings
- Childcare staff will carry out risk assessment before allowing children to use equipment in parks or playgrounds
- Childcare staff will ensure only equipment which is age appropriate for the children are used on trips to parks or playgrounds

### **Indoors**

- The layout of the room will be safe for the children to move freely from area to area
- A checklist will be available in all childcare rooms which shows all areas have been checked and deemed safe by staff. This list should have staff initials, date and signature. It is the responsibility of the Practice Leaders to ensure that this is delegated daily

- The activities on offer will meet the needs of the group, providing children with appropriate challenges and opportunities for success
- The room will be bright and stimulating with appropriate heat and ventilation
- Equipment and materials will be accessible and within children's reach when appropriate
- Children will be actively encouraged to respect their environment and equipment provided and will be encouraged to help with the tidying at the end of each session to further promote this skill
- Dressing up clothes, cot sheets and blankets will be washed regularly with cot sheets changed after each use
- Safety mats will be used for children when using large climbing equipment
- Safety mats will be checked regularly by staff to ensure they are in good condition
- All staff are aware on the correct method of manual handling and will receive health and safety training which incorporates this
- 50% of adults in each room are fully qualified in childcare
- Staff and children will wear suitable clothing and footwear when attending the childcare facility
- The art/sand/water areas will be kept clean with spillage being wiped up immediately in order to prevent accidents

### **Lost/Missing child**

- In the event of a missing child staff will first make sure that all other children are safe with responsible adults
- Staff will attempt to cover all exits
- Staff will inform the childcare manager and centre manager
- Systematic searches will take place beginning with the place the child was last seen, with whom and that all exits are covered
- Childcare staff will inform the child's parents
- Childcare staff will inform the police

### **Child Protection**

- Parents/carers must inform childcare staff if someone different is picking up their child.
- A password will then be given for parents to pass on to collector
- If unknown adult arrives to collect a child staff will telephone parent/carer before child is handed over
- Written consent forms must be signed before children go on outings/trips
- Due to insurance children must not enter the premises before their agreed time
- The designated child protection officers for the centre are the Childcare Manager & Operational Manager; a designated officer should always be available



## **Emergencies and fire procedure**

**(Please also see 1<sup>st</sup> Aid policy, Accident and Injury policy and Emergency escape procedure)**

- Fire drills will be carried out once a month
- Fire drills will be recorded with number of staff, children and time it took to evacuate the premises
- Staff are aware of assembly points in the event of fire or emergency evacuation
- Fire exits will be checked daily and left unobstructed
- In the event of an emergency one staff member will possess the register from which all parents/carers will be contacted
- First aid training will be offered to all staff with at least one member of staff fully qualified with a valid first aid certificate
- All childcare staff are trained in first aid at this time
- First aid box will be checked regularly
- Staff must wear disposable gloves when dealing with an accident or changing a child
- All staff must be aware of the correct procedure when dealing with minor cuts or bruising
- Accident/Incident books will be maintained with accurate description of what took place. Book must be signed by person who witnessed and dealt with the accident along with parent/carer
- Accident/Incident books will be retained indefinitely

## **Food preparation and Kitchen area**

- Children will not have access to the kitchen area.
- Kitchen area will be kept clean and surfaces cleaned with disinfectant daily.
- Tea towels and cloths will be changed daily.
- Children's food for lunch will be stored appropriately and at the correct temperature in either clean dry cupboard or refrigerator, known allergy details will be taken into consideration.
- Temperature records will be kept.
- Tables used for lunchtime are thoroughly cleaned before and after use.
- Children's cups, plates and spoons are kept in the kitchen and washed, dried and put away after each use
- Dangerous and/or hazardous substances are stored safely away from children's reach and preferably in a locked cupboard in line with COSHH guidance
- Lunch will be prepared by a member of staff who has gained Level 2 Food Safety training
- Staff must wash dry and put away any dishes they use
- Children's food storage should be checked on a weekly basis to ensure any surplus food is in date
- Staff should use appropriate recycling bin for recyclable waste

## **Illness & Infection**

- If a child is taken ill whilst in our care the parent/carer will be contacted immediately to come and collect them
- Staff will make parents/carers will be aware of infection control policy and staff will ensure the display of exclusion periods for illness in the room
- Parents/carers must not bring their child in when they are ill. Vomiting and diarrhoea episodes must be reported to the childcare staff and child must be kept from day care for at least 48 hours to prevent potential infection spreading
- In an outbreak of head lice parents will be informed of our head lice policy. This state's staff will give parents clear and informative advice on the detection and removal of lice and their eggs, reassurance and support and that all persons within the household are treated on the discovery of actual lice
- Children will wash their hands before eating and after using the toilets
- Disposable towels will be provided for adults and children's use

## **Equipment**

- Equipment will be checked on a regular basis for damage. If an item is considered unsafe it will be removed for repair or replacement
- Bins will be emptied and removed to outside bin at end of every day
- Good teamwork is essential to ensure that all staff are familiar with health and safety issues and are able to follow the necessary checks and procedures
- The adult/child ratio will be adhered to, to ensure the correct standard of supervision whilst children are using equipment. (In line with social services legislation)
- Equipment and materials will be washed, cleaned or sterilised and all staff will adhere to daily room cleaning routine
- Record of cleaning should be kept
- Physical area should be kept tidy with enough space for those in wheelchairs and those with buggies to pass
- All buggies should be folded and neatly stored at end of every day
- Art area cabinet and area should be kept clutter free and tidy to ensure access tpo fire safety equipment
- Surplus equipment should be stored in a methodical order and labeled- no pathways or emergency exits should be blocked
- Corridor outside of rooms should be kept clear off equipment

# COSHH policy and procedure

## Aim of the Policy

By implementing COSHH guidelines thoroughly and fully the organisation aims to protect staff who come into contact with hazardous substances as part of their work.

Such 'hazardous substances' include:

- substances or mixtures of substances classified as dangerous to health under the current CHIP Regulations, including chemicals classified as very toxic, toxic, harmful, irritant or corrosive, such as bleaches and cleaning agents (Glue, floor cleaner, Milton, bleach etc)
- substantial concentrations of airborne dust
- harmful micro-organisms

## Who has responsibility?

It is the employer's responsibility to ensure the following:

- To ensure all staff, trainees and volunteers have knowledge of Health and Safety policy and COSHH policy and have signed and dated that they have read and will adhere to these
- To ensure all staff have received information and training in relation to Health & Safety and COSHH guidance and are equipped with appropriate protective equipment or clothing
- Ensure that the exposure of staff (or anyone else) in the organisation to hazardous or potentially hazardous substances is minimised and adequately controlled in all cases.
- Ensure that COSHH assessments are reviewed and performed regularly or whenever there is a substantial modification to the work process.
- That an accident and emergency policy has been put in place.

It is the Staff's responsibility to ensure the following:

- That all hazardous cleaning materials are kept out of sight and reach of children.
- That appropriate Personal Protective Equipment is used when using hazardous materials. E.G. Wearing protective gloves when using Milton.
- That instructions for use of hazardous materials should be read and adhered too. E.G. Cleaning products should not be mixed
- That hands should be washed after used of hazardous substances
- No medicines should be kept on premises unless long term such as an Epi pen/inhalers, in all instances medicines should be kept in a locked cupboard and Management of Medicine policy should be adhered too. On some occasions medicines may be kept in fridge. Staff should ensure these medicines have a child safety lid, are clearly labelled and returned to parents at end of session.

## **First Aid Policy**

Greenway Women's Centre makes every effort to ensure that all children are safeguarded and well cared for. The children are the centre of our focus in all decision - making and arrangements. The setting sees adequate First Aid provision as vital in the daily process of caring for the children. The setting keeps records of illnesses, accidents, and injuries, together with an account of any first aid treatment, non - prescription medication or treatment given to a child in line with the minimum standards of childminding and day care for children under age 12.

New staff are given information on all of the nursery policies as part of their induction and required to sign and date that they have read.

### **Implementation: Practical Arrangements**

The first aid boxes are located on top shelf above the folders in both the baby room and toddler room. The contents of the first aid boxes are checked regularly by management. First aid boxes will be restocked immediately when required.

### **Practical Arrangements at the point of need**

Any member of nursery staff can administer first aid to a child in line with the following procedures:

- Administer first aid as appropriate
- Call for help if appropriate
  
- Call emergency services if required
  
- Ensure everyone is safe and the injured party cared for and accompanied
  
- Call the parents if appropriate immediately after the incident. E.g. if a child has a bump to the head the parent should be notified immediately
  
- Record the incident / accident
  
- Ensure that everyone relevant knows
  
- Take any further action as required

If an ambulance is required for emergency treatment, a senior member of staff will accompany the child to hospital. The parents will be notified immediately.

Staff members should call emergency services as soon as it becomes clear the injury is beyond the nursery's capability and the health of the child is compromised; if in any doubt, refers immediately to a member of the senior staff.

### **Recording accidents and informing parents**

Members of Staff who deal with an accident or injury must record the incident in the Accident / Incident forms and inform management.

Parents are contacted if a child suffers anything more than a trivial injury, suffers a head injury or if s/he becomes unwell or we have any worries or concerns about his/her health. Parents are encouraged to contact the nursery if they have any concern relating to their child's health.

Parents will be informed of the accident when the child is collected from nursery at the end of the session. The records are reviewed regularly by Management and action taken to minimise the likelihood of recurrence.

Records include: -

- The date, time and place of incident
- The name of the injured or ill child
- Details of the injury/illness and what first was given
- What happened to the person immediately afterwards (e.g. went home, resumed normal duties, went back to playroom, went to hospital)
- Name and signature of the person dealing with the incident along with a witness.

### **Qualified Staff**

All staff receives First Aid training every 3 years.

### **Protocol for Administration of Medicines at nursery**

Refer to Administration of Medicine Policy

### **Arrangements for children with particular medical needs**

Prior to joining the nursery, all medical details are required so that the nursery can provide the level of care expected. Where appropriate, parents and Management, along with any relevant members of staff, will meet prior to a child joining the Nursery to ensure such provision is in place.

Special arrangements, such as, training are made when necessary to ensure medical needs are met.

Reviewed March 2018

# Accident and Injury Policy

## Purpose of Policy

The purpose of this policy is to ensure that when an accident occurs in Greenway Women's Group childcare, appropriate action is taken and accurate information is recorded and communicated. An accident is classed as an occurrence which has resulted in an injury to one or more persons.

## Who is Responsible?

It is the responsibility of every member of staff to ensure that accidents and injuries are dealt with in a timely manner. It is the responsibility of the manager to ensure that all members of staff have knowledge of first aid and that there is at least one member of staff on duty at all times who has a valid first aid certificate.

It is the responsibility of the member of staff who has administered the first aid to write the accident report and ensure that it is signed by the parent or carer of the child or children involved.

All members of staff have a responsibility to ensure that the manager is informed when items from the first aid box are used. A system of recording is in place to ensure that the first aid box is restocked on a regular basis.

## How the Policy is Implemented

- When creating the staff rota, the manager must ensure that at least 1 member of staff on duty has a valid first aid certificate
- A sign must be displayed on the notice board or information board which states who the first aider on duty is and where the first aid box is situated
- The manager will check the first aid box each month to ensure that the box is fully stocked, if there are any items that need to be ordered this should be done as soon as possible
- The manager is responsible for making sure that all medical information and emergency contact details on the children's registration documents are up to date and accurate
- When an accident occurs it is the responsibility of the first aider to determine whether the injury can be dealt with in the setting or if medical assistance is required

## Minor Injuries

- If the injury is minor and does not require medical assistance the first aider should address the injury and complete an accident record, this record will be signed by the first aider and by the parent or carer of the child
- If child bangs head, parent must always be immediately informed via telephone, when parent collects child advise them with '*Useful tips for head injuries*' found on p.45 of the **Paediatric First Aid Made Easy** booklet also printout available in mastercopy folder
- If the injury is minor but requires medical assistance the first aider will call a taxi and take the child to the nearest health centre, the child's medical information and registration forms should be taken with them, a member of staff at the setting should

contact the parent or carer to inform them of the accident and the actions that have been taken. Upon returning to the setting the first aider should complete the accident report and have it ready for the parent to sign

### **Serious Accident or Injury**

- If the injury is serious and hospital treatment is required a member of staff should call an ambulance immediately and a member of staff should accompany the child to the hospital. The child's registration form containing medical information should accompany them to the hospital. A member of staff should inform the parent or carer of the child (or an emergency contact) immediately and inform them of the accident and what hospital the child has been taken to
- Parents/carers will be asked to sign a consent form in registration pack to give permission for children to be transported in taxi or ambulance in the case of medical emergencies

### **Recording Accidents**

All accidents and injuries, however minor must be recorded in the accident book. Each child has their own page in the book and parents have access to their child's records and those alone. The accident record should include the following:

- Name of the child
- Date, time and place of accident
- How the accident occurred
- The nature of the injury
- What treatment if any was given
- Medical aid sought
- Further action
- Signature of person who dealt with accident and witness signature
- Who it was reported too including contact details of any professional bodies

**The child's parent or carer must sign the accident record and any incidents which required**

# Risk Assessment policy and procedure

Greenway Women's centre aims to ensure that all activities, trips and outings, materials and equipment are safe for children to use. The purpose of this policy is to ensure that any hazards associated with these are identified and removed or minimised to an acceptable level of risk.

Greenway appreciates that children need some level of risk in their activities in order to develop, but these risks are assessed to ensure that any risks are appropriate to age and stage of development.

## Who is responsible?

It is the responsibility of the Manager under the Health and Safety at work act 1974 to ensure that risks to staff, parents and children are minimised or eliminated whenever possible. It is the responsibility of the manager to ensure risk assessments are completed for all setting activities.

How the policy will be implemented

Risk assessments must be carried out on all existing and new activities that take place in the setting. It is identified that some activities with a low level of risk will not be assessed for risk on every occasion; however these risk assessments will be renewed on a monthly basis and signed by the member of staff reviewing the risk assessment to ensure that it is still valid. Hazards are identified as something that will cause harm to one or more people if controls are not put in place to minimise their impact. Risks are identified as something that may cause harm to one or more persons depending on what controls are put in place.

## Procedure

During a risk assessment the following information should be looked at and then recorded on a risk assessment template form.

- The activity
- The hazard
- Outcome and severity (What is the worst thing that may happen and who would it involve)
- Measures put in place to reduce risk
- Evaluation
- All risk assessments should be stored in a marked folder within room and a copy placed in the Health and Safety folder located in Childcare Manager and Finance Officer Office
- Risk assessment should be reviewed on an annual basis or as and when needed

Reviewed March 2018



# Infection Control Policy & Procedure

## Statement of intent

All childcare staff are required to follow the procedure in order to minimise the spread of infection.

## Procedure

- Childcare staff will cover cuts, breaks in their skin, scratches or moist skin conditions with a waterproof dressing when they are working in the childcare facility
- Dressings and plasters will be changed as often as necessary, and these will be blue if the childcare staff will be involved in preparing food
- Childcare must report symptoms of sickness to the childcare manager or centre manager
- Childcare staff must observe the correct exclusion period for infectious diseases and advice will be sought if in doubt
- Some infections if caught by a pregnant woman can pose danger to her unborn child
- Chicken pox, rubella, parvovirus if there is an outbreak in the childcare department the childcare coordinator will inform parents immediately
- If a female member of staff comes into contact with the above she will contact the centre manager and her GP.
- If a member of the childcare staff comes into contact with the chicken pox virus outside the childcare facility it is unlikely that she will carry that virus providing she has had chicken pox in the past
- Staff will wear protective clothing and equipment when required, e.g. gloves will be required during nappy changes and toileting. Also if a child vomits staff should put gloves on before cleaning areas
- Manager must be up to date in Public Health Agency (PHA) Guidelines and must inform the Public Health Agency if an outbreak occurs
- Public Health Agency Guidelines will be displayed in both rooms
- Staff must provide parents with up to date PHA guidance on Infection Control during induction
- Manager will provide each staff member with a copy of PHA: 'Best Practice Advice for Nuisaries and Child Care providers'
- Waste will be disposed off in the following ways
  - Nappy waste- will be placed in a nappy bag and disposed of in nappy bin in children's toilet- gloves will then be removed and hands will be washed
  - Rubbish- will be placed in black bin, bag will be removed at end of each day and placed in an external bin, and bin will then be disinfected

**See Appendix 1 for PHA Guidance on Infection control in schools and other childcare settings**

# Management of Medicines policy & Procedure

- Each room must contain a first aid box the contents of which must meet the Minimum Standards guidance and must be checked on an annual basis to ensure all contents are in date.
- Each first aid box and any medicines must be kept out of reach of children.
- A poster must be displayed detailing the designated 1<sup>st</sup> aid contact.
- Prescribed medicines will not be accepted without complete written and signed instructions from the parent.
- Staff will not give non-prescribed medicine to a child unless there is specific prior written permission from the parent to allow staff to administer medicines. This form must contain name of child, date, name of medicine, dosage + time required and signature however staff should make sure that this information is the same as that provided by the prescriber. This form should be kept in child's folder and staff who may be administering should be aware of details.
- Each item of medication must be delivered to the setting, in normal circumstances by the parent, in a secure and labelled container as originally dispensed or purchased. Each item of medication must be clearly labelled with the following information:

- Child's name;
- Name of medication;
- Dosage;
- Frequency of administration;
- Date of dispensing;
- Storage requirements (if important); and Expiry date.

## Unlabelled prescribed medication will not be accepted

- After medicine is administered the time, date, dosage and signature of staff member should be recorded and parents made aware of details
- All medicines are stored securely in a locked container/cupboard which is inaccessible to children and in accordance with the manufacturer's instructions. This could necessitate storage in a refrigerator therefore COSHH procedures should be adhered to
- Staff who manage and/or administer medicines receive training or guidance and are competent to do so. A record is kept of all medicines management training
- Each room should have any known allergies displayed alongside a picture of the child and medical advice
- All early years settings **must** keep written records of all medicines administered to children
- It is the responsibility of the parent to notify the setting in writing if the child's need for medicine has ceased

- Staff will not dispose of medicines. Date expired medicines or those no longer required for treatment will be returned to parents for transfer to a community pharmacy for safe disposal

## **Procedure**

**Before a medicine is administered to a child, the following practices are followed:**

- The child's personal medication record is consulted to identify the medicine, dosage instructions required and to confirm when the medicine was last administered;
  - The medicine pack is checked to confirm it is labelled with the child's name, dosage instructions and to ensure the expiry date has not passed;
  - Medicine doses are prepared immediately prior to their administration from the container in which they are dispensed;
  - The correct dose is identified and appropriately administered at the specified times according to the prescriber or manufacturer's instructions which should be clearly written on the medication label or product;
  - (In the case of Day Care) 2 members of staff are present, one of which is the designated member of staff;
  - When the medicine is administered, the medication record is immediately updated with details of the dose given, names and signatures of the staff involved and the time and date;
  - Any refusal of medication by the child is recorded and reported to the parent;
- and
- Parents are informed daily of the medicines that have been administered to their child.

# Intimate Care Policy & Procedure

Greenway Women's Group childcare department are committed to maintaining an environment for children where they are safe from harm and neglect. In order to do this we endeavour to maintain an intimate care policy and procedure to ensure staff and volunteers are aware of the importance of intimate care and infection control.

## In order to do this staff will ensure

- They record on nappy changing rota
- Children will be changed at least once per session
- Children will be toileted as and when required
- They will also be taken out 20 mins after snack and lunch
- Staff must follow and maintain the intimate care procedure below in line with infection control policy

## Procedures

### Nappy Changing

- Nappy changing area is separate from play and kitchen area
- Childcare staff will wear disposable gloves when changing children
- The child should be made comfortable on the changing mat
- Wet or soiled nappy should be removed and child will be cleaned ensuring that all contours of child's legs and bottom are cleaned thoroughly
- Clean nappy should then be secured on the child
- Used nappy and changing materials are put into a nappy bag and put into the sealed nappy bin
- Childcare staff should then remove disposable gloves
- Childcare staff should then thoroughly clean changing mat and surrounding area with antibacterial cleaner and disposable paper before next nappy change
- Staff should then wash hands between every nappy change

### Toileting

- Children will be toileted as and when required by a fully vetted member of staff
- All children will be toileted 20 mins after snack and lunch.
- Childcare Staff will open the toilet door to allow the child into the toilet area and will hold door open
- Children will be encouraged to adjust their own clothing after toileting
- Children will be encouraged to clean themselves after using the toilet
- In the event a child has accidental soiling whilst toileting childcare staff will inform another member of the team
- Childcare staff will accompany the child back into the childcare room and change the soiled clothing discreetly, whilst still in sight of other staff members

## **Changing Clothing**

- All parents are required to sign a consent form contained in their registration pack to give permission for childcare staff to change their child's clothing in the event of accidental soiling
- Clothing will be changed discreetly as possible at the rear of the childcare rooms, whilst still in sight of other childcare staff
- Soiled clothing will be double bagged for parents to launder at home
- Parents should be updated if full spare change of clothes is required

# Head Lice Policy & Procedure

This policy has been developed to promote a coordinated approach to the control and effective management of head lice infection, and to assist parents/carers, children and staff in reducing anxiety that often surrounds this infection. A sensible approach to the problem is paramount as many cases of suspected head lice are not true infections and are the result of a psychogenic itch upon hearing of other cases. Consequently it is important that a case of head lice is not diagnosed unless a living moving head louse is seen in the hair. The main symptom from head lice is itching. Early detection is crucial in order to control an infection among close head contacts. Greenway childcare department recommends that parents and carers of children attending use the detection combing method before any chemical treatment is used

## Procedure

### **Detection combing method. You will need**

1. A plastic fine toothed comb
2. An ordinary comb
3. Tissue paper
4. Good lighting
5. Time (approx 20 minutes for average hair)
  - Wash hair as normal with shampoo
  - Apply enough conditioner to cover hair thoroughly
  - Comb the hair with an ordinary comb to remove tangles
  - If the hair is long separate into sections to make combing easier
  - Start with the teeth of the fine tooth comb touching the scalp and draw the comb carefully towards the edge of the hair
  - After each stroke check the teeth of the comb (in good lighting) for lice and if necessary use a piece of tissue to wipe the conditioner of the comb to look for the lice.
  - Continue this method until whole head is done
  - If there are any lice present you should find one in the teeth of the comb

If any lice are found using this method then a chemical treatment may be needed. (Consult GP or pharmacist) It is our recommendation that all members of the household's heads are done using this method first.

### **Responsibility of parents/carers**

- To comb /brush their own and their children's hair routinely to help identify a head lice infection at the earliest possible stage
- To inspect hair for lice regularly i.e. once a week
- To inspect hair for lice especially if head to head contact with an infected person has occurred or when members of the household have been named as contacts
- To promptly treat (at the same time ) any members of the family who have head lice infection (has living moving louse)
- Only use the chemical treatment when infection is present NEVER as a preventive measure.
- To inform the childcare staff if any infection is present (confidentially will be maintained at all times)

### **Responsibility of childcare staff**

- On the rare occasions that head lice are present on any child attending the childcare staff will support parents/carers by giving them clear informed advice such as Instructions on proper diagnosis by detection combing
- Reassurance and guidance
- The avoidance of unnecessary or inappropriate treatments
- The thorough and adequate treatment of definitely confirmed infections using a chemical lotion

In some cases if treatment is not being thoroughly carried out the childcare staff may ask you to remove your child until such time as treatment has been carried out successfully. This procedure is put in place with regard to the protection of health and well being of *all* children attending Greenway childcare facility.

# Emergency Fire Procedure

In the event of a fire in the building the following procedures must be activated. Liaison Officers have been given specific responsibilities to ensure a quick response and effective evacuation of the building.

## **FIRE LIAISON OFFICERS:**

- Lindsay Cooper                      Centre Manager
- Julianne Thompson                Board Office
- Helen Smyth                        Training Office

## **IN RESPONSE TO THE SMOKE ALARM BEING ACTIVATED:**

Stop what you are doing  
Switch off any electrical appliance near you  
Inform a Fire Liaison officer  
Locate source of the smoke

## **DO NOT ATTEMPT TO EXTINGUISH FIRES UNLESS**

You have sounded the alarm and/or consulted with a fire liaison officer  
It is safe to do so without endangering yourself or others

## **RAISING THE FIRE ALARM**

Discovery of a fire  
Stop what you are doing  
Sound Fire Alarm and call Fire Brigade  
Fire alarm call points should be used and are operated by breaking the front glass panel  
Move immediately to the next point if it fails to activate  
Evacuate the building without delay  
**DO NOT USE THE LIFT**  
Don't hesitate to pick up personal belongings  
Go to Assembly point - Kilbroney House adjacent to GWC Main Entrance

## **FIRE ALARM CALL POINTS ARE LOCATED**

Between Toddler room door and entrance/exit door  
Between IT Suite and Emergency exit doors in drop in area  
Main Reception area at bottom of stairway

**UNDER NO CIRCUMSTANCES RE ENTER THE BUILDING**

## **EMERGENCY EXITS ARE LOCATED**

2<sup>nd</sup> Floor main hall area (Drop-In) - through double doors to stairway leading to Cregagh Road

2<sup>nd</sup> Floor through double doors to stairway leading to main entrance, adjacent to assembly point at Kilbroney House flats

Updated March 2018



# Fire Drill Procedure

In line with Minimum Standards of Day Care the childcare department must carry out monthly fire drills to ensure that all staff, trainees and volunteers have full comprehension of Emergency Evacuation Procedure.

## Procedure

### **In order to set Alarm for Fire Drill- Keyholders Only**

- Belfast Council is to be notified of date and time of fire drill on this number **02890270275**
- Black Key marked fire alarm is located in the key box in the training/admin room
- Black Key must be inserted into one of the Red Alarm boxes found in the following locations:
  - Outside Toddler Room door**
  - Landing**
  - Reception**
- Alarm will sound and intruder alarm will also sound
- Timer must be set from minute alarm is sounded
- To switch off alarm locate alarm box
  - Outside disabled toilet door - follow instructions on box**
- To switch off intruder alarm locate box
  - Behind reception - enter code**
- Contact Belfast City Council to see if signal has been received **02890270275**
- Fire Drill date, number of children, staff present and time it took to complete must then be recorded in Fire Drill recording book located in Toddler Room
- Set date for next drill ensuring it takes place on different days and at different times

Reviewed March 2018

# Adverse Incident Policy and Procedure

Greenway Women's Group (hereafter referred to as the Organisation) will ensure that in the event of an internal/or external incident which could impact on the safety of board, staff members, volunteers, participants or users of the centre.

All incidents are formally recorded and thoroughly investigated as a remedial action.

However immediate response to incidents which are beyond the control of either the organisation and or staff members must responded to in a manner which is effective and efficient. The goal is to ensure the prevention of injury, to children, parents, Board, Staff members, volunteers and centre users.

In the event of serious untoward incident board members, employed staff and independent contractors/tutors are required to respond in accordance with this policy.

## DEFINITIONS

Accident/Incident — any event that occurs which could result in (or has the potential to result in) harm, to persons, property, equipment, assets etc.

**Examples:**                      Wet floor  
   Obstructions on stairs  
   Obstructions in hall ways or landings

Serious untoward incidents are those defined as follows;

Any other type of event which could result in (or has the potential to result in) loss, injury or harm to Board, staff members, volunteers, participants, and/or children under our care.

**Examples:**                      Fire  
   Gas Leak

**Hazard** — Anything with the potential to cause harm, loss, damage or injury

**Examples:**                      Lift not working properly  
   Fire Extinguishers not in working order  
   Emergency Lighting not operating  
   Physical obstructions  
   Wet or overly polished floors

**Risk** — the likelihood of harm, loss, damage or injury occurring.

**Risk Profile** — the relationship between the hazard, the risk and the severity of the outcome of the accident/incident

The greater the risk rating value, the greater the risk issue for the Organisation and the more detailed the risk management response required.

### Procedure

- As a preventative measure risk assessments should be carried out to ensure action plans are put in place. (Please see Risk assessment policy)
- All risk assessments should be reviewed and up dated as and when required.
- The emergency evacuation procedure should be followed if required.
- Parents/Carers should be notified ASAP
- Emergency evacuation information should be displayed in each room and throughout the centre to ensure everyone knows escape routes and roles.
- All incidents should be recorded and investigated and emergency evacuation should be evaluated.
- All adverse incidents should be reported the  
The Early Years Services,  
Everton Complex  
585-587 Crumlin Road  
BELFAST  
BT14 7GB  
Tel: 02895042811

# Food & Drink Policy & Procedure

The UN Convention on the Rights of the Child (1991) states:

"Children have the right to be as healthy as possible, live and play in a safe healthy, unpolluted environment and benefit from preventive health care and education"

Greenway Women's Group childcare department are committed to promoting children's health and to encourage healthy eating habits.

The childcare department will therefore endeavour to provide snacks and food which are healthy and nutritious and help to provide children with the energy and the nutrients they need, to sustain them throughout their time in our care.

## Procedure

### **Breakfast snack**

- Will be provided every morning on arrival for all children
- Will consist of a choice of cereals with full fat milk (dietary requirements will be taken into consideration)
- Will be placed on green tray with scoops for children to choose from
- Children will be encouraged to have morning snack however other activities will be available if they choose to not have snack
- Children should be encouraged to scoop cereal and pour milk

### **Buffet Style Lunch**

A well balanced nutritious buffet lunch will be provided for the children each day from one of the four main food groups for the small fee of £1 per week if the parent decides to opt in by filling in a lunch consent form. When possible we aim to provide natural and organic food.

1. Bread, cereals, rice, pasta and potatoes.
2. Fruit and vegetables- should be washed before use
3. Milk and dairy foods
4. Meat, fish and alternatives

- All puddings provided are based on fruit and/ or milk
- Fresh fruit is always available
- Special therapeutic dietary needs are respected. Parents are requested to put any special therapeutic dietary needs onto their child's registration form and to make childcare staff aware of these needs
- As a precautionary measure Greenway Women's Centre childcare department is a nut free zone. Parents should be informed of this and appropriate posters placed to reinforce this

- All staff should be made aware of allergies/intolerances, the child's name should be displayed on allergy board
- Staff should ensure that any lunch for a child with an allergy is prepared separately from other lunches
- Mealtimes are used as an opportunity to encourage good social habits
- Cultural dietary needs are respected. Parents/Carers are requested to put any cultural dietary needs onto their child's registration form and to make childcare staff aware of these needs
- Sweets and fizzy drinks are not offered. There are some exceptions i.e.: celebration days/birthday parties etc
- Water is always regularly available throughout the day- within the toddler room each should have their own water bottle with their label, these should be washed out after every session
- Milk and water should be offered at lunch
- Quashes are well diluted (one part juice to eight parts water) and will only be offered on special occasions with parental consent
- Staff will ensure good hygiene including keeping nails at a short length and hair tied back

#### **Rewards**

- Greenway childcare facility does not promote the use of sweets and fizzy drinks given as rewards, but praise and attention are used to help develop children's self esteem to act as a positive for good behaviour alongside stickers and bubble play

#### **Special occasions**

- At celebrations and special occasions childcare staff will encourage children to focus on the sense of shared occasion rather than the provision of sugary foods. Therefore a few treats may be offered with the consent of the child's parent/carer and are not consumed on site but taken home and eaten under parental/carer supervision.

#### **Activities**

- Healthy eating is promoted through a range of activities for the children including role play, stories, music, outings and cookery.
- The childcare staff promote children's involvement when preparing their daily breakfast and lunch
- The childcare staff will promote healthy eating campaigns and initiatives through the children's group time activities

The implementation of this Healthy Eating policy will not only relate to the provision of healthy snacks provided by the childcare department we also strongly recommend that parents/carers provide nutritionally balanced packed lunches and be aware of the amount of sugar and salt that they are giving their children. This is in order to promote the nutrition and general well being of our children and enable them to make healthy food choices for themselves in the future.

**Updated March 2018**

# Food Hygiene and Menu Planning

Childcare staff will ensure that good food hygiene is followed and every precaution is made to minimise infection.

## Procedure

- Snack tables will be washed with a clean cloth and detergent prior and after snack time and should be sprayed with Milton at the end of each day on a daily basis.
- The children's snacks will be served on individual plates which are easily washed.
- All snack time utensils and equipment will be washed thoroughly on a daily basis.
- Juice cups, spoons and bottles will be washed daily in hot soapy water or alternatively can be placed into the dishwasher
- Childcare staff will be required to undergo level 2 food safety training.

## Menu Planning Procedure

Greenway Women's Centre Sessional day care understands the importance of a nutritional and balanced diet which incorporates dietary, religious and cultural requirements. During a 4 hour session children will be offered water throughout the day and a buffet lunch.

Menu planning will take place taking in the following way:

- Parents will be given the opportunity on the registration pack and during induction to disclose any special dietary requirements and allergies
- Staff will adhere to information provided in the 'Nutrition Matters in the Early Years' guidance
- A weekly budget of £15.00 will be issued
- One staff member will be in charge of gathering ingredients for lunch
- A weekly menu will be drawn up using information gathered
- Each snack will contain options of the four main food groups to ensure choices are available
- The weekly menu will be displayed on the notice board facing Toddler Room
- Staff will also attend any training available in terms of nutrition and any staff member who makes lunch will be trained in Level 2 Food Hygiene
- A record of lunch will then be kept and the following will be recorded:
  - Date
  - Items of food used
  - Who made snack

Updated March 2018

# Smoking Policy & Procedure

## Principles

In order to provide a safe, healthy and smoke free environment for children childcare staff need to be aware and take action to ensure that children are not exposed to smoking in any way when attending Greenway Childcare Facility.

## Statement of intent

Greenway Women's Group recognises the dangers that smoking and second hand smoke has on children. This policy is designed to protect children from these dangers. We aim to encourage children to make healthy lifestyle choices. To do this staff will provide children with positive role models in themselves.

## Procedures

In order to do this we will:

- Childcare staff uniform must be removed or covered with outer layer to prevent smoke clinging to clothing
- Ensure that childcare staff are not witnessed by parents or children smoking when in uniform
- A designated smoking area is positioned to avoid non -smokers exposure to second hand smoke
- Appropriate bins for the disposal of cigarette butts are provided
- Entrances and exits are clear to avoid non smokers passing through a cloud of smoke to enter a building
- All smokers will wash hands thoroughly on their return to the building
- Smoking policy is displayed in a prominent position
- Smoking policy is included in childcare policy file and all staff, volunteers and trainees who work with children on our premises will be required to sign that they have read and will adhere to policies contained therein

# Face Painting Code of Conduct

During celebrations and holidays we may offer a face painting service. We aim to deliver the face painting service by following these guidelines below to ensure that staff work in a safe and practical fashion when face painting children.

- High quality and professional face paints will be used
- No child with any kind of skin condition will be painted
- Utensils, containers, brushes and sponges will be thoroughly cleaned throughout the session
- Brush water will be changed frequently
- Appropriate care and attention will be given when painting around children's eyes
- Children's faces and hands will be cleaned before painting commences
- Disinfectant will not be added to the water used
- Children will only be painted with parental consent
- Skin tests will be carried out especially on those children who have never had face painting done before
- Face painting will only be carried out by staff that has been trained or professional face painters

Reviewed March 2018



# Wastage Policy & Procedure

The purpose of this policy is to describe in detail the correct segregation, storage and disposal of waste within the childcare department. This policy gives detailed guidance for all staff, volunteers and trainees who are working within the childcare department to dispose of waste effectively and safely. Organisations have a responsibility that waste that cannot be reduced, reused or recycled is disposed of in the most sustainable manner.

## Procedure

### Paper

- Unwanted paper must be assessed to see if it is suitable for reuse for another task or activity
- If it is deemed that the paper cannot be reused it must be disposed of in the white recycle bin
- Unwanted bottles, cardboard etc should be assessed to see if it is suitable to be used in 'loose part play'
- Under no circumstances must paper be disposed of in an ordinary waste bin. (Except in the case of shredded paper)
- Blue recycle bin is collected fortnightly
- Paper which contains information of a confidential nature must be shredded but into black bin bags, this should be witnessed and signed off by 2 staff members
- The use of paper for photocopying must only be printed in colour when absolutely necessary
- Colour photocopying or printing can be carried out but must be monitored closely to ensure coloured copies are kept to a minimum

### Laminating Pouches

- When making the decision to laminate a document it must be considered for what the document is to be used for
- Signs and visual aids which have been laminated must be kept for use again in the future
- Signs and visual aids which have been laminated are kept in the appropriate labelled box located in toddler room above the cupboard.

### Paint

- When using poster paint with the children, paint must be kept in an appropriate pot with a lid to prevent drying out
- Paint stocks will be monitored closely and orders may be made up to two times a year
- Paint pots must be cleaned and only refilled when needed

### Junk art

- Materials such as cartons, kitchen roll tubes and boxes may be recycled and kept for junk art activities with the children
- Junk art materials can be obtained from the play resource centre. Childcare Manager is the cardholder for the childcare department

## Photographs

- When printing photographs for children's photo albums the size and amount needed should be kept to the minimum
- Photographs may taken throughout the year and given to childcare manager to print
- Photographs will be printed on A4 paper with a minimum of four photographs on one page
- Quality of photographs will be moderate due to the amount of colour ink used for printing

## Food

- Food purchased for the children's snacks should be bought weekly
- Staff will ensure that the highest quality food is purchased at reasonable cost
- Cost of food for the week for snack should not exceed £15.00. (Including full cream milk)
- Staff will monitor fresh produce and use food including yogurts with the earliest date first
- In the event that at the end of week bread based products are left over these can be frozen for use at a later date
- Fresh fruit must be used within the week period
- Bread products should be stored in containers within Toddler Room. Refrigerated products should be stored on top shelf of fridge, these should be checked and cleaned on a weekly basis

# Transportation Policy

Greenway Women's Centre Sessional Day care takes the safety of children seriously and realises the responsibilities required when transporting children. We will ensure all legal requirements are met, that a risk assessment is carried out before each trip and risk assessments are reviewed annually.

## Cars

- We will ensure that there is one seat per child and correct child safety equipment is used
- The vehicle will have a valid M.O.T. certificate.
- The vehicle will have a working fire extinguisher.
- The vehicle will carry a first aid kit.
- We will ensure that no side facing seats are used.
- The setting will be insured for liabilities to third parties, (which covers passengers in the vehicle).
- The driver will hold a full driving licence and will have been vetted accordingly
- If there are four children or more then, at least one non-driving escort will be in the vehicle.
- We will obtain written permission from parents prior to transporting children
- All transportation used by Greenway Sessional Day care will be covered by business use insurance
- A register of parent's contact details will be carried at all times

## Minibuses

- We will ensure that there is one seat per child
- All seats will be equipped with appropriate seat belts
- The vehicle will have a valid M.O.T. certificate and appropriate insurance
- The vehicle will have a fire extinguisher and first aid kit
- The driver will hold the appropriate category on his driving license and will be vetted accordingly
- If there are four children or more then, at least one non-driving escort will be in the vehicle
- We will obtain written permission from parents prior to transporting children
- All transportation used by Greenway Sessional Day care will be covered for business use insurance
- A register of parent's contact details will be carried at all times

## Walking

- During walks children should all wear appropriate wrist safety bands or be placed into a 5 point harness pushchair
- Staff should remain in ratio
- Headcounts should be gathered before leaving, during walk and before returning
- Staff should promote and model safety rules whilst out these include road safety, holding hands, not running away

# Student Placement Policy

Greenway Women's Centre Sessional Day Care recognises that qualifications and training make an important contribution to the quality of care and education provided by the early years setting.

As part of our commitment to quality we offer placements to students undertaking an early year's qualification. We also offer placements to students from local schools on work experience.

We aim to provide students with experiences that contribute to the successful completion of their studies by demonstrating examples of quality practice in our setting.

## Procedures

- We require students on qualification courses to have gained appropriate vetting via Access NI and also confirmation of vetting from Social Services
- Students from local schools under the age of 17 years will need someone from the school to vouch for the good character
- Students under the age of 17 years will be supervised at all times and cannot have unsupervised access to children
- Students undertaking qualifications who are placed in our setting on a short term basis are NOT counted in our staffing ratios
- We have employer's liability insurance and public liability insurance which covers both trainees and voluntary helpers, the student's training provider should be provided with a copy of these
- All students will receive an induction which will include:
  - Being given a copy of the settings policies and procedures
  - A sign sheet to say they have read and understood the policies and procedures
  - Information on emergency procedures
  - A tour of the building- also shown designated smoking area
  - Information about room routines
  - Meet all staff members
  - Information on any breaks
  - Centre timesheets
  - Contact details of who to contact within centre if ill
  - An emergency contact detail form
  - a confirmation of induction sheet
- We liaise with student's tutors to help students fulfil the requirements of their course of study.
- Students will be initially asked to shadow a member of staff
- We communicate a positive message to students about the value of qualifications and training.
- The needs of the children in our care is paramount so we therefore do not admit students in numbers which may hinder the essential work of the setting only 1 student will be present in the setting per day if we have under 50 children attending, 2 students are permitted if we have over 50 children attending on a daily basis.
- We will only sign timesheets which have been filled out in pen, pencil will not be accepted.
- Students attendance should be recorded in the diary along with time of arrival
- A copy of the students holidays should be received from training provider

- All personal information on student will be kept in locked cabinet in Childcare Managers Office

### **Dress code for students/expectations**

- Students must dress smartly and wear navy trousers and a red polo shirt- if the placement is long term Greenway will supply a navy polo shirt displaying the Greenway logo
- Shoes must be sensible, not high heels for outdoors but wellingtons or walking boots. Slippers or slipper socks must be worn indoors, no bare feet
- A watch, stud ear-rings may be worn but no dangly jewellery
- Hair should be clean and neat and tied back if long
- Students should observe staff, ask relevant questions about our practice and engage with the children whenever possible
- Students should sit with children at meal times and reinforce independence and manners whilst eating
- Students will be expected to help staff tidy up and clean the rooms
- Students should communicate to the Room Leaders/Manager what specific area they are covering at college and share their work with them. This will give opportunities for a two-way conversation about the job/course and help them fulfil their potential
- Health and Safety systems that operate within *GWG* should be adhered to at all times.
- Confidentiality must be adhered too. If a student is unsure they must ask
- Feedback is welcomed when the placement is complete so that we can make sure the support we offer is successful and if any areas can be improved upon

Updated March 2018

# Code of Conduct

***Every child deserves the best possible start in life and the support that enables them to fulfil their potential (EYFS, 2014:5).***

Greenway Women's Group Sessional Day Care recognises that children need to feel safe and build trust within an environment in order to feel valued. Once this is established it will lead to enhancement of learning and development. Ensuring a positive and effective partnership with parent/carers is essential to this and will be encouraged at all times. Taking a child-centred approach may also mean that we will at times have to work alongside other professionals involved please be aware that we are happy to do this as the child's welfare and development remains paramount to us.

At GWG we are registered via the Belfast Health and Social Care Trust. This means we have a legal responsibility to provide a comfortable, safe and happy environment for all of the children and staff, in which the rights of the child are considered at all times. We follow the Minimum Standards for Childminding and Day Care (2012) guidance and are inspected by Social Services on an annual basis. We are insured via Allianz brokers for both public and employer liability. Insurance certificates and registration certificates are displayed within the childcare rooms and around the centre.

## **We place great value on:-**

- The physical and emotional well being of the children: Meeting the individual needs of all children lies at the heart of the Early Years Foundation Stage, the curriculum followed at GWG. We will, in close partnership with Parent/carers, strive to deliver individual learning, development and care to help children get the best possible start in life.
- Providing an open, welcoming environment where everyone's contribution is encouraged and will be respected.
- Promoting positive attitudes to diversity, helping to promote an inclusive ethos in order to encourage the children to understand and value different aspects of their own and other people's lives.
- Encouraging Parent/Carers to support and participate in the day to day activities that we provide for the children and to actively involve parents as often as possible.
- Providing a safe and secure environment, in which children will be stimulated and will thrive, staff will feel supported and valued, and parents will feel that their views and opinions are important and are considered.

**To ensure the smooth running of the setting due regard should be given to the following procedures.**

- **Health and Safety-** Our policies and procedures are always available and can be found outside the childcare rooms. New parents will receive a copy of key policies and procedures upon enrolment of their child(ren). Compliance with all policies and procedures is essential. Parents/Carers will receive an induction where key policies and

procedures are discussed. Any queries or questions can be answered and guidance on where to find information is provided.

- **Communication:** - Is key to avoiding misunderstandings and potentially volatile situations. We encourage a culture of polite consideration toward others using acceptable verbal and nonverbal language. At no time will aggressive or offensive language be acceptable from any one whatever the circumstance may be.
- **Discipline:** - issues with the children are the responsibility of the staff and as such any concerns about behaviour should be referred to them directly. Children's behaviour should only be discussed within the confines and privacy of a designated area provided by staff. At no time will staff members be permitted to raise their voice whilst disciplining a child.
- **Respect:** - We are an inclusive setting and we celebrate diversity. Everyone is valued and respected and we aim to promote positive attitudes to diversity and difference within all people.
- **Confidentiality:** - Is paramount and everyone is expected to comply with the settings confidentiality policy. Please respect the confidential nature of information gained or behaviour observed in relation to other children and adults.
- **Conduct:** - Always act in the best interests of other people.

For this Code of Conduct to be effective everyone concerned **must** take ownership and assume responsibility of it. To ensure that this happens:

### **The Management will endeavour to**

- Ensure all Staff/Trainees and volunteers abide by the standards of conduct as set out in the policy and procedure booklet.
- Provide all parent/carers with a copy of the code of conduct making them aware of its importance and the implications of not abiding by it.
- Ensure that it is displayed at the setting and that all volunteers, students and visitors are made aware of it and agree to abide by its terms and conditions.
- Ensure that all staff is provided with a copy upon acceptance of employment and that they are made aware of the serious implications of not acting within its boundaries.
- Reviewed at least once a year or as and when required with the involvement and inclusion of Board of Directors, management, staff, and parent/carers.

### **The staff will endeavour to**

- Abide by the standards of conduct as set out within this statement of intent.
- Respect individual needs and value the cultural practices and beliefs of the children and families that use our service.
- Work with colleagues, management and parent/carers to provide an environment that encourages positive communication and feedback. Your views and opinions are valuable in enabling us to evaluate our service.
- Act as positive role models at all times.

## **Parent/Carers will endeavour to**

- Abide by the standards of conduct as set out in this Statement of Intent.

## **Breach of Conduct**

Any breach of conduct will be treated promptly and taken very seriously. The management will endeavour to determine the appropriate course of action which may include, but is not limited to, any of the following procedures.

- A first and final warning meeting/letter being issued to inform the relevant person of the outcome of the investigation and that another breach of conduct will not be tolerated.
- A restraining order being sought against the relevant person, which will in affect prevent that person from attending the setting even to drop off or pick up children.
- The suspension and possible permanent withdrawal of a child's place. This action will only be taken if all other avenues have been explored and the management feel that this is the only possible course of action left open to them.
- If the staff are presented with a difficult or volatile situation and they feel that an individual is at immediate risk of harm, then the Police will be contacted, and their assistance requested to help deal with the situation.

**Reviewed March 2018**



# Tapestry Policy

## Statement of intent

At Greenway we use an online system called Tapestry to record and store all observations and assessments relating to each child. This is a safe and secure system and one that enables parents and carers to access their child's learning journey at any time. They can share it with their child, family and friends at home and also post any comments and photographs of their own, helping to create a fully holistic view of the child and strengthen the parental partnership.

## Management duties include:

- Training staff in the use of Tapestry, explaining sensible precautions such as keeping all access details confidential, and not permitting any material to be used without written permission from the parents/carers
- Delete staff from your Tapestry account once they have left your employment
- Prevent access to Tapestry from staff who are involved in disciplinary procedures
- Prevent access to Tapestry for parents whose children have been made inactive or have been deleted, unless they have other children at your setting
- Provide parents with information about Tapestry including how to download app and log on
- Review parental usage and gain feedback
- Secure funding to update Tapestry Software
- Ensure that children's and staff passwords are stored on computer in a password protected folder

## Safety and security

- Each Ipad can only be accessed by a pin known by the Childcare Staff and Manager.
- Each staff member has a secure login for Tapestry which is password and pin protected.
- The tablets are kept in a secure (locked by key) cupboard within the Toddler Room which can only be accessed via security code.
- Staff will be allocated time at work to update journals and assess their key children's next steps, the staff can do this either by using the tablet or can access using a computer within our computer suite. Staff are NOT permitted to download any photographs of the children onto the desktop computer used in the IT suite.
- Staff are not allowed to take any of the Ipad's home nor are they allowed to access tapestry from a device at their home.
- Staff must logout as soon as they have stopped working.
- If any member of staff suspects that their login details have been compromised in any way, they must inform the Childcare Manager and new login details will be created.
- The Tapestry on-line Learning Journey system is hosted on secure dedicated servers based in the UK.

- All data held on our Tapestry account is owned by Greenway; we are registered controllers of data with the Information Commissioner's Office and are bound by the Data Protection Act.
- Photographs stored on the Ipad are downloaded to Childcare Managers computer at the end of every month and are then deleted of Ipad. They will be stored on Childcare Managers computer for up to 1 yr after child has left setting and will then be deleted.
- Group observations can be uploaded as long as consent from parents for their child to be visible on other child's profiles are obtained
- Observations input into the Tapestry system are moderated by a member of the management team before being added to the child's Learning Journey
- Staff should ensure that other children written about in a child's learning journey remain anonymous
- Staff (except for the Childcare Manager) will only have access to their key children's learning journal

## Parents

- A Tapestry account will only be created if parents give written consent. Parents should also be made aware that the profile can be removed at any time. Parents will be provided with a password and pin and informed that these should be updated immediately. Parents should also sign to say that they understand any photos with children other than their own that they choose to download should not be put online including social media unless they have made the other children anonymous (e.g. by blurring them out)
- If parents choose to opt out paper learning journals will be used as an alternative
- Parents logging in to the system can only access their own child's Learning Journal
- Parents can update their child's all about me page
- Parents may input new observations and photo's, and add comments to existing observations. They do not have the necessary permission to edit existing content.
- For parents without access to the internet but give permission for Tapestry to be used, we can print all the information from Tapestry and collate it into a paper Learning Journal. This will be in the setting for the parent to view at all times and will be available to take home if they request to do so

## When children leave

When children move to another setting we will transfer the Tapestry account to the new setting, if they also use Tapestry. If they do not, we will email a PDF to the setting if requested and if parents give consent otherwise parents can download and forward to the setting.

When a child leaves the setting to start school we will email the parents to remind them to download a PDF copy of their child's Learning Journey so they have a lasting record of their child's time at Greenway. The child's information and their Learning Journey will be permanently deleted from our Tapestry account.

Updated March 2018

# Surestart Sensory Room Visit Policy and Procedure

**Statement of intent** Our senses tell us about the world around us using our senses can provide the foundations of building knowledge and understanding and will ultimately be the cornerstone of our actions. Our senses include smell, sight, hearing, taste and touch.

At Greenway our aim is to provide enriching and inclusive opportunities for children to learn through exploration and play. As part of this it is our duty to encourage positive actions for those with sensory impairment or additional needs. Furthermore this type of activity will also promote rest and relaxation for agitated or stressed children. East Belfast Surestart has kindly provided Greenway with the opportunity to access their sensory room for 1 hr each week.

## Management duties

- To format a consent note for parents to provide permission for their children to travel by public transport to East Belfast Surestart on the Albertbridge Road and from Surestart back to Greenway. This consent note will also ask for permission for the actual use of the room.
- To liaise with Practice Leaders in order to establish which children it will benefit the most.
- To conduct a risk assessment and to review this annually or sooner if any major changes take place.
- To book access to the room, to liaise with Surestart's Additional Needs worker to confirm holiday dates etc.
- To ensure staff members have correct amount of cash available for bus journey.
- To review along with Keyworkers and Practice Leaders that the child still requires this service on a 3 monthly basis.
- To ensure ratio is always kept within room to allow staff to facilitate this outing.

## Staff duties

- To initially observe their key children in order to establish who would benefit from this service.
- To accompany children on bus journey to Surestart ensuring safety precautions are in place.
- To observe children whilst at Surestart.
- To review children with Practice Leader and Management on a 3 monthly basis to see if needs are being met and reflect on appropriateness of service for the children.
- To ensure they have been given the correct amount of money for bus journey.
- To supervise children at all times.
- To respect Surestart's sensory room and staff at all times.
- To carry a register of the parent's names and telephone numbers in case of an emergency.
- To keep a register of the dates and names of children who attend

Updated March 2018

# WellComm Policy and Procedure

## What is WellComm?

WellComm is a complete speech and language toolkit for to be used with children from 6 months to 6 years.

## The WellComm system is:

- An approach that operates in partnership with parents.
- A means of tracking the progress of all children in the class, regardless of ability.
- The opportunity to identify areas of concern in language, communication and interaction development, in order to ensure targeted early intervention.
- An array of resources enabling delivery of focused activities to
  - identify those children who have some language difficulties,
  - enhance the skills of all children and
  - increase the number of children whose language, communication and interaction development is within the expected range for the age group.
- A means of monitoring the success of the strategies the school uses to enhance communication skills.
- An assessment that can be used at different stages of the child's development to understand progress.
- A diagnostic tool to enable professionals to advise parents should the need arise for external help and support (such as speech and language therapists)
- A range of fun and play-based activities to address children's language needs.
- A means of collaborative working.

## How does it work?

- Every child is assessed for around 10 - 15 minutes on their understanding of what is being said to them (*receptive language*) and also how they communicate verbally (*expressive language*).
- This assessment is partly completed through the everyday observations that your child's key worker carries out to assess his/her progress throughout the whole of the Early Years curriculum. But also involves few targeted questions such as asking the child to point out various pictures or follow some easy instructions.
- Each child's own pace and concentration span is taken into consideration and the overall assessment may be done in several stages. However, we find that most children enjoy being asked the questions in WellComm and the activities we set for them as a follow up.
- The assessment will only be carried out by someone who has been trained to use Wellcomm (currently only the Childcare Manager is trained in this area) and results will be discussed with the child's Keyworker to ensure effective planning is put in place to support or challenge the child.

### **How will Greenway let me know about my child and WellComm?**

If it is identified that your child may benefit from extra support either by being observed by Surestarts Speech and Language Therapist: Rebecca Carey or by being referred to see a Speech and Language specialist for therapy (only Rebecca can do this) we will meet with you to discuss this.

Sometimes children will not carry out all tasks during assessment which means they may not score in all areas that we screen them on- this can happen for many reasons the child may be unwell that day or they may be distracted; this does not mean your child has failed or is falling behind. Please do not panic! As previously mentioned if we have any major concerns we will always meet with you face to face.

We will share the activities that will use when planning for your child. These are from the Big Book of Ideas resource which can be used to support or challenge your child which you can carry out at home if required.

### **Timeframes**

Assessments will take place 3 times per year in the months of October, February and June.

**Updated March 2018**

# Absence of Practice Room Leader Policy and Procedure

Greenway Women's Group will encourage all staff to maximise their attendance to work while recognising that employees will from time to time, be unable to attend for short and sometimes long periods of time due to illness or leave. This policy and its procedures relates to periods of absence of a Practice Room Leader.

We endeavour to maintain the same level and quality of service in the absence of the Practice Room Leader. We aim to ensure children, parents, trainees, volunteers and staff will receive the same level of support and guidance in the Practice Room Leader's absence.

## Procedure

### In the event of an absence due to illness:

1. The Practice Room Leader will report their absence to the Childcare Manager.
2. If the Childcare Manager is unavailable then absence is to be reported to Centre Manager.
3. Practice Room Leader will provide the following information:
  - When they became ill
  - The nature of the illness
  - If the illness or accident is work related
  - Whether they will be seeking medical attention
  - The likely date they will return to work
4. The childcare team will be informed of the absence and any information they may have regarding their intended date of return and plans for the room.
5. Childcare staff will inform parents of the Practice Room Leader's absence.
6. If childcare team have any urgent issues that need addressed in the absence of the Practice Room Leader they are free to report to Childcare Manager or Centre Manager.

### In the event of an absence due to requested annual leave:

1. Practice Room Leader will book annual leave using the annual leave procedure.
2. Childcare Manager will give all relevant documentation to Childcare Manager for consideration. In the event the Childcare Manager is unavailable Practice Room Leader will give all relevant documentation to Centre Manager for consideration.
3. If annual leave is approved Childcare team will be notified and date recorded in the diary. The Practice Leader will prepare and/or delegate any appropriate work that needs to be taken care of in her absence.
4. Childcare team will inform parents of the Practice Room Leader's absence.
5. Childcare team will continue with normal duties and will follow any further instruction left by Practice Room Leader.
6. If childcare team have any urgent issues that need addressed in the absence of the Practice Room Leader they are free to report to the on duty Practice Room Leader, Childcare Manager or Centre Manager.

Reviewed March 2018