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AIMS AND OBJECTIVES

At Moorland Nursery School we aim to prepare pre-school children for their transition to primary school with a minimum of trauma and with a degree of anticipated pleasure. We aim to do this safely in a caring, stimulating environment.

Assistance in achieving this is provided by our written policies including:

- Health and Safety
- Partnership with Parents
- Equal Opportunities
- Integration of Children with Special Educational Needs

The ethos of the establishment reflects the importance of the care and well-being of the children at all times. Members of staff are appointed taking account of their specific knowledge, skills and attitudes in this area.

The Nursery School offers a curriculum which maintains educationally sound standards covering all of the Early Learning Goals in Nursery Education and to improve this where possible.

We aim to maintain and foster links with other Educational Establishments, particularly the Primary Schools which undertake the continuing education of our former pupils.

We aim to maintain and foster links with the local community.

We aim to benefit from advice offered by the Inspection Programmes, using constructive criticism to help us aspire to excellence in Early Years Education and childcare.

ADMISSION AND INDUCTION

Admission

We believe all children deserve an opportunity to enjoy the caring, stimulating environment available at Trinity Court. Decisions about admission are made on the basis of session availability and in line with our policies regarding Equal Opportunity and Special Educational Needs.

Induction

For the emotional well being of all involved, it is important that children settle quickly and comfortably into their new environment at Trinity Court.

In addition to the obvious benefits for the newcomer, a smooth induction is of benefit to parents, our children and our staff. The process is taken very seriously and is one in which we have considerable expertise. A child's induction is always tailored to fit individual circumstances but, as a guide, the likely progression of events is indicated below.

Initial enquiries to the nursery school are often made by email, social media pages or telephone. Although important information can be imparted this way, we always encourage parents (and children) to visit early in the decision making process. Written information is often given at the time of this "show-around" visit but may be sent by email beforehand.

Once the decision has been made to join us, a registration form is completed indicating emergency contacts, health information (including allergies) and details about parental responsibility. The form should be signed by an individual with parental responsibility.

After completion of the registration form, an initial induction visit is arranged. This normally involves a parent or significant carer who brings the child to the setting. Provided the child visited the setting at the show-around visit, the induction visit is normally not attended by parents or carers. Parents should never "disappear". It's important that children are told about the plan and advised of their parent/carers' intention to return within a specified time. The initial induction is normally around 30 minutes duration. Adults are asked not to leave the perimeter of the premises (car park) for this first visit.

Our cohort of children are told about the visit in advance. They are encouraged to welcome the newcomer, being kind and sharing toys and resources with them. The visit is normally arranged at one of the free-play periods of the day, allowing the child to become immersed in activities of their choice. The visit is, where possible, terminated while the child is enjoying the experience.

Based on the outcome of the initial visit, a strategy is developed. Subsequent visits are planned one-by-one, becoming increasingly ambitious with time.

The induction process is always taken at the child's own pace since being overly ambitious can undo weeks of progress. Some children struggle to settle and it is important to be aware that where a child is finding the process difficult it will be postponed or even abandoned. Fees are only charged when whole sessions are attended unaccompanied, reducing the temptation to rush!

Throughout the induction process it is essential that parents are easily contactable and able to return to Trinity Court quickly if necessary.

MANAGING UNREASONABLE BEHAVIOUR

The individual with overall responsibility for managing behavioural situation is the head teacher, Mrs H Collier.

Overview

Nursery School provides the first challenge for many young children, being a time when children emerge from a protected one-to-one relationship with parents into the larger, more structured class group. This is the stage at which children learn to integrate with the group. They learn to share, to be helpful, to be kind to others, to listen and to co-operate. To support social development, it is important that we have a framework of discipline and a structure through which the child can progress.

Disruptive children are unhappy children. With some children the process is a natural progression while for others this may not be so. Physical, violent behaviour is not uncommon in pre-school children. Understanding why a child is unreasonable in a given situation is the first step towards helping overcome a behavioural problem. Children are not born uncooperative and there are always circumstances leading to unreasonable behaviour. They may be apparent, e.g. a new sibling, parental separation, the death of a close relative, over indulgent parental care, etc. They may be hidden within the child's subconscious.

If the child is feeling insecure and unhappy they are vulnerable to emotional trauma. This may manifest in uncooperative behaviour. While disruptive behaviour must not be seen to gain rewards, it is essential to support the child involved.

Method for managing unreasonable behaviour

Remain calm and in command.

This is not easy as there is a natural tendency to feel reproach towards an aggressor. Treat the incident with a professional attitude and overcome your personal emotions. Always be sympathetic to the emotional turmoil within the offending child.

Remove the child from the scene of the incident.

This will de-fuse the situation for all concerned. With pre-school children this should be done by holding the child's hand and walking to an area away from inquisitive onlookers. This contact with the child allows you to take command of the situation. It also helps the child not to feel abandoned and outcast.

Achieve eye level with the child.

This is important because you need eye contact in order to relate with the child. For younger children this can be achieved by sitting down, leaving the child to stand. Achieving an equal stature ensures that the child is not over-awed by your presence.

Discuss incident and child's consequent behaviour.

Talk to the child and attempt to discover what happened and why. Young children are not usually communicative in such circumstances and, with pre-school children, you must put your case fairly and justly. Express your disappointment at the child's behaviour. State firmly that a repetition of such behaviour is unacceptable and will be met with a sanction being applied (in the form of deprivation of favourite toy, activity, etc.). Never threaten punishment which is too great for the offence or which cannot be sensibly carried out. **Never** threaten or implement physical punishment.

Return child to original situation.

Once you have captured the child's attention and understanding, allow your professionalism to overcome any emotions you may feel. Treat the child fairly and in a friendly manner and reintegrate them with the group. In the event of a repetition of unreasonable behaviour apply the sanction which was originally suggested. This will assert your authority and highlight the fact that uncooperative behaviour reduces privileges.

Challenging Cases

If a child's behaviour continues to be a serious problem the issue should be drawn to the attention of the head teacher. The co-operation of parents will likely be sought in an attempt to resolve the situation from multiple angles. Details of incidents can be recorded on a Challenging Behaviour Report Form so that progress can be monitored. In the event that seriously disruptive behaviour persists it may be considered appropriate for the child to be withdrawn from the setting (see the policy section entitled Serious Misconduct).

Summary

The essence of a successful disciplinary code is to ensure that children like you, respect you and work within your guidelines for the benefit of all. You must conduct yourself such that children can learn from your example. Speak to a group in a moderate voice and avoid shouting. With younger children it is important to train children to respond to your tone: practise this regularly so that you gain immediate attention and praise them when it is achieved. Children of all ages respond positively to praise. Your relationship with each child must centre around this fact such that what you aim to achieve is the child wanting to be helpful in order to gain your approval.

Restraint of children

As a rule, children should not be restrained physically. Exceptions are situations in which children risk:

- harming themselves
- harming their peers
- injuring you or another member of staff
- causing serious damage to property

If you feel physical restraint is unavoidable, it should be applied with the minimum amount of force necessary for the minimum of time. Try to be in the presence of another member of staff who can lend support. After the incident record the details on an accident record sheet and ensure that witnesses also complete the entry. Draw the incident to the immediate attention of the senior member of staff present (normally the head teacher). The parent should be informed of the details of the incident on collecting their child and asked to sign the incident record.

Bullying

Trinity Court should be a fun, pleasant environment for all of its associates. Incidents of bullying are not accepted.

Bullying by Children

Where children are responsible for bullying others, the situation should be handled as per the policy above. Where the bullying is serious or persistent the situation will be considered as serious misconduct and managed by the head teacher. In such circumstances, the parent(s) of the child responsible will be involved in an attempt to approach the situation in an integrated way. Serious or persistent bullying may lead to Trinity Court's service being withdrawn from the child responsible (see the policy section entitled Serious Misconduct).

Bullying by Staff

Detailed information exists in respect of staff members who victimise others (including children) or who are the victims of bullying themselves.

Accusations of bullying children will be treated in accordance with our policy for “Safeguarding Children” and that entitled “Rules, Disciplinary Procedures and Grievances”. Accusations of staff members bullying adults will be handled solely with regard to our policy entitled “Rules, Disciplinary Procedures and Grievances”.

CHILD MISSING, LOST OR NOT COLLECTED

Child Missing or Lost (for members of staff)

At Trinity Court

If you discover a child is unaccounted for at Trinity Court you should notify the most senior member of staff on duty immediately. The senior staff member should coordinate the following sequence:

- Check the Attendance Register to ensure the child has not been dismissed.
- Speak to all members of staff present; check whether the child has been dismissed (but not marked out on the register).
- Assess the number of children and staff on site. Assign staff to look after the children; assign remaining staff members to participate in the steps below.
- Direct a staff member check the outside area in the immediate vicinity of Trinity Court. Ask them to walk to the car park and check the child not there. Have them look left and right along the road to ensure the child is not in sight. They should also check the garden, hard surface play area and playing field (if the gate is unlocked).
- Arrange a rapid, systematic and thorough search of the building. Ensure both children's areas and staff areas are checked (including the cellar, office, kitchen and upstairs levels). Check within cupboards and beneath furniture.
- Telephone the police on a 999 emergency call. Ask for their urgent assistance. Ask their advice about your next action and follow any instructions they give.
- Telephone the child's parents to alert them to the situation; ensure the child has not been collected by them or their representative.

If the child is found subsequent to telephoning a parent or the police you must make contact immediately to advise them that the situation has been resolved.

Excursions / Nursery School Visits.

Visits are arranged by appointment with the venue: they hold details about our party.

Should a child go missing, gather the group at the location where the child is believed to have become separated. One member of staff should remain with the group keeping watch for the missing child. The staff member with the group should ask any bystanders if they are able to provide information.

One member of staff should locate an official from the venue and enquire whether a child has been found. If the child has not been found, the name and description of the missing child should be given to the venue staff. Their help should be requested to assist with a search.

If, after a reasonable period (of no more than 10 minutes), the child cannot be found, the police should be contacted. Trinity Court should then be informed. A member of staff at Trinity Court should contact the parents of the child and notify them of the situation.

Once the child is found the police, venue's staff, child's parents and Trinity Court should be informed immediately.

Failure to collect a child (Information for Parents)

We are unable to provide care outside the times stated in our registration (07:45 – 17:45). In the event that a child is not collected at the expected time we will attempt to make contact with the child's parent(s) and, if unsuccessful, other named contact individuals for the child.

If, at the time the establishment is due to close, we have been unable to arrange collection by any of the child's appointed individuals we will approach Social Services for advice. This may result in the child being taken into their care while the issue is resolved. If you arrive late for a child and the premises has been vacated please telephone your local social services department for further information.

Details of Staffordshire and Stoke on Trent's out of hours duty teams can be found in our Safeguarding Children Policy. This is included with our policy pack.

If you are intending to collect but are running late please make contact with us so that we avoid initiating further, unnecessary action.

PARENTAL INVOLVEMENT POLICY: PARTNERSHIP WITH PARENTS

We try very hard to foster the development of our children by working in close partnership with their parents. Our parents and carers are valued members of our "nursery family". All of our childcare is delivered with the hope of receiving positive feedback from parents and children alike.

Our staff are aware of the importance of good communication with parents. Parents are always encouraged to discuss their children's progress, or any problems that have arisen, with our staff. We are proactive in liaising with parents regarding problems which may occur at nursery e.g. behaviour, speech, hearing, rashes, etc.

Developmental progress should, where possible, be discussed with senior members of our staff team. Opportunities to do this normally occur frequently. We understand that, due to work commitments, some parents may find difficulty discussing issues during the normal operating hours of the nursery school. For this reason, our head teacher will, on request, be available at any (reasonable) time to discuss children's progress.

Children are encouraged to involve their parents by showing their work, displays and interest tables which are linked with topics they are thinking about. It is always appreciated when parents encourage children to contribute information and resources: a soggy leaf on an Autumn day can provoke a lot of conversation at nursery!

Our staff team always welcome parents' assistance with work at home. We will gladly advise parents how best to achieve this. Parents are given written progress reports periodically and normally when transferring to the primary school.

We anticipate that parents will accompany their children on at least one visit before they start at Moorland Nursery School.

We very much appreciate parental assistance on school outings and actively encourage parents to participate where possible. Throughout the year we correspond with parents, informing them of concerts, excursion and events. Parents and relatives of the children are invited to the Moorland Nursery School's concerts.

We have been fortunate to have many parents contribute time and materials from their interests and work. We hope present and future parents will continue this liaison.

SPECIAL EDUCATIONAL NEEDS AND DISABILITIES

General statement about support for children

- We believe all children have a right to a broad, balanced early years curriculum. We strive to provide an inclusive setting and welcome children regardless of individual needs.
- We value and acknowledge each child's individuality and take account of their views, choices and responses where possible.
- We acknowledge the vital role parents play in supporting their children's education. We aim to work closely with parents and take account of their views, choices and knowledge of their child. Where possible, we aim to share information with parents on a daily basis. Where this is not possible (or where a detailed discussion will be of assistance) parents are encouraged to make an appointment at a mutually convenient date and time.
- We aim to identify challenges faced by children; we work closely with parents, carers and where necessary other agencies to address difficulties faced by a child. Where external assistance is required our first point of contact will normally be through our Local Authority.
- When a child transfers to another setting or to primary school, information is shared with the receiving setting or school to aid transition (see "Recorded Information, Confidentiality & Data Protection (GDPR)").

Named Individuals with Responsibility

We receive support from Staffordshire County Council.

Moorland Nursery School has a named SENDCo with responsibilities as detailed below. This individual is Jane Simpson.

Accessibility to premises and facilities

Many children who have Special Educational Needs may be defined as having a disability. Not all children who are disabled have a Special Educational Need. A child has Special Educational Needs if they need any provision to be made for them to access the curriculum.

We have regard to the Equality Act 2010 and work hard to avoid discriminating against any groups of children (or adults) based on characteristics that are defined as protected.

Our premises can, to a limited extent, be made suitable for wheelchair access. We have a discrete nappy changing area. We have safety mats available for physical play.

How children with special needs are included

Wherever practicable, we provide an inclusive environment for all children. Our staff are deployed with consideration to supporting the needs of individual children. Where necessary, our curriculum planning reflects approaches and activities enabling the progress of children with special educational needs.

We provide areas for small group or individual activities; planned activities are differentiated for accessibility by all children. We adapt our materials, environment and approaches to deliver quality learning opportunities for children whilst meeting their individual needs. As a result, all children have opportunity to experience success and gain confidence.

We operate a system of observation and record keeping in conjunction with parents which enables us to monitor each child's needs and progress on an individual basis.

Admission policy regarding children with special needs

In addition to our policy “Admission & Induction”, arrangements for a child with an identified special educational need will be flexible and adaptable to promote inclusion.

Identification and assessment in relation to the Code of Practice

We have regard to the Special Education Need and Disabilities Code of Practice (2015). We provide a graduated response to the early identification and assessment of SEN as recommended by the Code of Practice.

For children receiving intervention at Early Years Action, Early Years Action Plus or for children with a Statement of SEN, an Individual Education Plan (IEP) will be prepared in conjunction with parents and other appropriate agencies. Children’s progress in relation to IEP targets and support received will be reviewed at least three times annually in conjunction with parents.

Confidentiality

Our work with children and their families sometimes requires confidential information to be disclosed. We will obtain parental consent before contacting another professional (unless there are concerns about child protection: see Trinity Court’s policy entitled “Safeguarding Children”). Disclosure of confidential information will be in accordance with Trinity Court’s policy entitled “Recorded Information, Confidentiality & Data Protection”.

Resolving complaints about SEN provision

Please refer to Trinity Court’s policy “Complaints”.

Role of Moorland Nursery School’s SENDCo

Moorland Nursery School’s SENDCo has an important responsibility in co-ordinating the day-to-day provision of education for children with special educational needs.

Our SENDCo’s role is to support staff, parents and children in ensuring the needs of all children are considered in planning and practice.

The SENDCo is has responsibility in ensuring individual records are maintained and liaising with external agencies when appropriate.

To facilitate this, we ensure that our SENDCo accesses special needs training as appropriate.

Sources

The following documents have been used to inform this policy:

- Special Educational Needs and Disabilities Code of Practice (2015)
- Equality Act (2010)
- EYFS framework (2023)

EQUAL OPPORTUNITIES

The Equality Act 2010 legally protects people from discrimination, by ensuring that unfair treatment on the grounds of certain protected characteristics, is against the law in almost all cases. The protected characteristics are:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion or belief
- sex
- sexual orientation

Direct discrimination under the Act involves treating a person less favourably than another because of a protected characteristic. Indirect discrimination occurs when a policy, procedure or practice is applied which adversely affects one protected group more than another and cannot be objectively justified.

The law also protects people if they are wrongly perceived as holding a protected characteristic or if they are associated with someone who has one, such as being a parent of a disabled child. It provides protection to individuals against discrimination arising from disability and failure to make reasonable adjustments for those who hold disabilities.

We aim to eliminate discrimination and promote fairness and equal opportunities for those with and without a protected characteristic.

For Children

At our nursery the contribution of each and every child is valued. We aim to ensure equality of opportunity and anti-discriminatory practice, ensuring every child is included and supported. We aim, as far as reasonably practicable, to support all children and provide them opportunities to flourish.

We enjoy helping children develop to their maximum potential within our group: a child's ability to progress towards their potential is not governed by gender, race, culture or disability. We are active in avoiding stereotyping by gender, race, culture or disability. Negative language or behaviour displayed by children is strongly discouraged and the consequences explained.

At all times children are encouraged to develop their own sense of identity and are not, under any circumstances, expected to fulfil stereotyped roles.

All children at Trinity Court are educated to respect the needs, attitudes and attributes of those of different gender, racial origin, culture and ability from their own.

For additional information, please see our policy named "Admission and Induction".

For Staff

Trinity Court actively supports the principles of Equal Opportunities in Employment.

Accordingly, no employee or potential employee will receive less favourable treatment or consideration on the basis any protected characteristic unless that action can justified as necessary on operational grounds. We operate a policy named "Recruitment, Selection, Suitability and Induction" to which you should refer.

Serious Breach

Trinity Court should be a fun, pleasant environment for all who are associated with us. Offensive behaviour or harassment will be dealt with according to Trinity Court's relevant policies. For staff this will be in line with the policy entitled "Rules, Disciplinary Procedures and Grievances". Offensive behaviour by children will be pursued in line with Trinity Court's policy entitled "Managing Unreasonable Behaviour". In addition, offensive behaviour by children, parents or carers may be approached in line with the section entitled "Serious Misconduct" found in Trinity Court's "Parent Information Pack".

SAFEGUARDING CHILDREN

Members of staff with any concerns about the safety or wellbeing of a child must re-read this policy at the earliest opportunity.

Policy Aim

Moorland Nursery School has a duty to safeguard and promote the welfare of children.

All children, regardless of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation have an equal right to protection from all types of harm or abuse. We recognise that some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.

We acknowledge that working in partnership with children, their parents, carers and other agencies is essential in promoting children's welfare.

This policy applies to anyone working on behalf of Moorland Nursery School, including managers, paid staff, volunteers, agency staff and trainees. Failure to comply with this policy may result in dismissal / exclusion from our organisation.

Definitions

Child Abuse: children may be vulnerable to neglect and abuse within their family or to harm outside of the family. There are four main categories of abuse, which are: sexual, physical, emotional, and neglect. More specific types of abuse fall within these categories including: bullying & cyberbullying, child sexual exploitation, child criminal exploitation, child trafficking, domestic abuse, female genital mutilation, grooming, non-recent abuse & online abuse. A child is anyone who has not yet reached their 18th birthday.

Safeguarding children: this is defined in Working Together to Safeguard Children 2023 as:

- providing help and support to meet the needs of children as soon as problems emerge.
- protecting children from maltreatment within or outside the home (including online).
- preventing impairment of children's mental & physical health or development.
- ensuring children grow up in circumstances consistent with the provision of safe and effective care.
- promoting the upbringing of children with their birth parents, or otherwise their family network through a kinship care arrangement, whenever possible and where this is in the best interests of the children.
- taking action to enable all children to have the best outcomes in line with the outcomes set out in the Children's Social Care National Framework.

Legal Framework

This policy is based on legislation and guidance that aims to protect children in England. A summary of the key legislation is available from <https://learning.nspcc.org.uk/>

Thresholds

Moorland Nursery School refers to and seeks guidance from the Threshold Framework ("windscreen") held by Staffordshire Safeguarding Children Board.

The Threshold Framework 'Accessing the Right Help at the Right Time' is the overarching document for the children's workforce. A multi-agency guidance tool, it helps all agencies, professionals and volunteers consider how best to meet the needs of children. The Threshold Framework is available on the Staffordshire Safeguarding Children Board website (see below).

Training & Awareness:

Moorland Nursery School ensures appropriate safeguarding training is available to employees, volunteers and any relevant persons linked to the organisation who require it.

All employees who work (or volunteer) with children must, as a minimum, have awareness training that enables them to:

- Understand what safeguarding is and their role in safeguarding children.
- Understand that Safeguarding Children is a proactive approach to keep children safe whereas Child Protection is reactive, protecting children who have been exposed to harm.
- Spot the signs of abuse and neglect.
- Respond to the indicators of abuse and neglect and keep children safe.
- Understand dignity and respect when working with children.
- Have knowledge of Moorland Nursery School's Safeguarding Children Policy.

Significant People

Trinity Court has a named Designated Senior Lead for Safeguarding (DSL) responsible for ensuring relevant operating procedures are upheld:

Mrs H Collier (Head teacher)

Trinity Court has a Deputy Designated Senior Lead for Safeguarding (DDSL) to assist the DSL, deputise in their absence and ensure effective implementation of policy. This individual is:

Mr MF Shadforth (Proprietor)

Child presenting at Trinity Court with an injury or visible mark

Child arrives with an injury or visible mark

If a child presents with an injury or visible mark you should record the details on an "Accident & Existing Injuries" form. Follow the instructions on the form, have it signed by the parent and pass it to the office for filing.

If you are concerned the injury is not accidental a second opinion is usually helpful. Ideally your discussion should be with the DSL or deputy (if the DSL is unavailable). If you continue to feel the child may be at risk you should complete a "Safeguarding Incident Form" and follow the guidance described in the section "Recording, Record Keeping & Reporting" below.

Injury discovered by a member of Trinity Court's staff

If you discover an injury which has not been explained you should speak to the child about it. Listen carefully but do not interrogate; do not ask leading questions or jump to conclusions.

If you are confident the child is not at risk complete an "Accident & Existing Injuries" form. If you have concerns about the child's wellbeing you must take action. A second opinion is usually helpful and your discussion should, ideally, be with the DSL (or deputy).

If you still consider the child may be at risk you should complete a "Safeguarding Incident Form" and follow the guidance described in the section "Recording, Record Keeping & Reporting" below.

Suspicion of Abuse

If you suspect a child has been subjected to physical abuse, emotional ill treatment, neglect or sexual abuse you must take action.

If the child talks about it you should listen carefully to anything they disclose. As soon as the conversation has finished write down what was said along with any other relevant information.

The circumstances surrounding the suspicion of abuse should be recorded on a "Safeguarding: Incident Form". The DSL, deputy and other members of staff involved should discuss the situation and assess it very carefully. An plan of action should be decided upon.

If, after assessment, it is believed the situation should be monitored, the "Safeguarding Incident Form" should be completed to reflect your reasons and filed. Staff working directly with the child should be acquainted with necessary details of the situation. The situation must be reviewed immediately if a subsequent incident occurs.

If, following assessment, it is believed the child may be at risk of harm you must (depending upon where the child is resident) contact the relevant authority's support service using the contact details below. Use judgment to decide whether the child's parents/carers be advised of the action you intend taking. Explain the details of the situation to the local authority and ask their advice about whether it should be reported formally.

If you are advised the situation does not need to be reported formally note the outcome of the conversation on the "Safeguarding Incident Form" and pass it to the DSL (or deputy) for filing and monitoring.

If you are advised the case should be reported formally you should follow the guidance described in the section "Recording, Record Keeping & Reporting" below.

Allegations of Abuse Against a Member of Staff (a Volunteer or a Trainee)

Allegations of abuse against a member of staff may be raised by, among others, a colleague, parent (or other care-giver) or child. Concerns of abuse may be communicated to the DSL (or deputy), to a Safeguarding Children Board, to Ofsted or to the Police.

Suspicion of Abuse against a Staff Member

If an accusation (or suspicion) is communicated directly to a Safeguarding Children Board or other authority it is expected a representative of that authority will initiate and coordinate further action as appropriate. On receiving notification of an allegation being made, Trinity Court's management will contact OFSTED at the earliest opportunity and ask their advice.

If an allegation (or suspicion) of abuse is communicated directly to the DSL (or deputy) they will telephone Staffordshire's Local Area Designated Officer (LADO) using the number below. OFSTED will be contacted and briefed about the situation.

A member of Trinity Court's management team will liaise with the LADO for advice about whether the staff member should be suspended (in line with Trinity Court's disciplinary procedure).

Suspicion of Abuse against the DSL

If an accusation (or suspicion) is communicated directly to a Safeguarding Children Board or other authority it is expected the authority will initiate and coordinate further action. A member of Trinity Court's management will liaise with the LADO at the earliest opportunity and ask their advice.

If an allegation (or suspicion) of abuse is to be made against the DSL it should be communicated to the Deputy DSL who will apply the procedure outlined above.

Escalation of Concerns

All professionals providing services to children and their families should work co-operatively across all agencies, using their confidence, skills and experience to make a robust contribution to safeguarding children. All staff and volunteers should promote children's welfare in discussions, meetings and, where attended, conferences.

On occasions, professional disagreement may arise in relation to safeguarding children. Resolution is an integral part of the professional joint working process to safeguard children. All professionals have a responsibility to work together to help prevent disagreements from escalating where possible. The topics covered in this policy include a limited selection of areas where professional disagreement may arise. Where appropriate, the DSL (or deputy) should be approached for advice. Where disagreement is between colleagues, we have a policy entitled "Building & Maintaining Professional Relationships at Work" to which you should refer.

If you have concern about the safety of a child you must, by law, act upon it. It is important that staff, volunteers and trainees have confidence and support to raise or act on concerns about dangerous practice, illegal activity or any wrong-doing that has not been addressed through the escalation process. If such concerns cannot be resolved internally, individuals are encouraged to contact the regulatory authorities below. This includes raising concerns about another employee or volunteer. Employees raising concerns will be protected from discrimination to the full extent of relevant law. Claims must not be vexatious. They must be believed to be substantially true, must not be made maliciously nor for any personal gain.

Further information on 'Allegations of abuse made against a person working with children' visit Staffordshire Safeguarding Children Board website (below).

Extremism and Radicalisation (Prevent Duty)

Childcare settings have a duty to protect children from harm. This includes protecting children from the risk of radicalisation or being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation including:

- feeling alienated or alone
- seeking a sense of identity or individuality
- suffering from mental health issues
- associating with others who hold extremist beliefs

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

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

If a member of staff suspects a child is at risk of becoming radicalised, they will record any relevant information or observations and refer the matter to the DSL (or deputy).

Further information is available of the Safeguarding Children Board website (below).

Recording, Record Keeping & Reporting

Existing Injury recording.

We have an existing injury form to note details of injuries or visible marks. These may be noted on arrival or discovered during the day. Let the parent/carer know what you noticed and that you have recorded it. Ask the parent for help in completing the section about how the injury/mark occurred. Ask the parent to sign the form and pass it to the office for secure filing. If you are confident the child is not at risk you need take no further action but should remain vigilant.

Safeguarding Incident Form

Copies are included at the end of this policy (staff only). Follow the instructions on the form then contact the Advice Service of the local authority the child is resident in (see contacts below).

Once you have completed a Safeguarding Incident Form you must decide what action to take. If you telephone the relevant authority for support, you should cover the following points in the conversation:

- Provide the child's name, address, date of birth and Family Doctor.
- Provide details of the child's attendance (days attended, usual times of arrival & departure).
- Obtain a name and (email) address to which written details should be sent.
- Ask advice about whether the child's parent(s) should be informed of the referral.
- Ask advice about whether OFSTED should be informed.
- Request advice about the actions you should take next.
- Provide any details that are requested (and ensure requested actions are carried out).

Note the outcome of the conversation on the "Safeguarding Incident Form". Make a copy of the form and send it to the contact you have been given above. Pass the original to the DSL (or deputy).

The DSL (or deputy) will offer to manage the above process for you; you may accept or decline this offer but should listen to any advice they offer.

Confidentiality & Information Sharing (GDPR)

Moorland Nursery School expects all employees, volunteers & trainees to maintain confidentiality. Information will only be shared in line with the General Data Protection Regulations (GDPR) and Data Protection. For further guidance on information sharing please see our policy "Confidentiality, Recorded Information and Data Protection".

Normally, parents & carers should agree and consent to a referral for help. Agreement or consent is not required for child protection referrals (where a child is believed to have already been exposed to harm). However, professionals referring should, where possible, inform parents or carers that a referral is being made unless by alerting them you could be putting that child or others at significant risk of harm.* The DSL (or deputy) will help with this and should, ideally, be involved. The police should be contacted if the child is in immediate danger or a crime has been committed.

* see SSCB Threshold Framework – Accessing the right help at the right time (website below).

Safe Recruitment & Selection

Moorland Nursery School is committed to safe employment and safe recruitment practices to reduce the risk of harm to children from people unsuitable to work with them or have contact with

them. Moorland Nursery School operates a policy named "Recruitment, Selection, Suitability and Induction" to which you should refer.

Photography, Mobile Media, Computers & Digital Platforms

All employees and volunteers should be aware of Moorland Nursery School's policy and procedures regarding the use of mobile phones and digital technology. Staff, volunteers, trainees and visitors should understand it is unlawful to share images and content on any digital platform without the explicit consent of the person with parental responsibility. Moorland Nursery School has a policy "Photography, Mobile Media, Computers & Digital Platforms" to which you should refer.

Additional Information

Trinity Court operates in accordance with additional policies relevant to child welfare. These include (but are not limited to):

- Managing Unreasonable Behaviour (including Bullying)
- Child Lost or not Collected
- Confidentiality, Recorded Information and Data Protection (GDPR).
- Photography, Mobile Media, Computers & Digital Platforms
- Sleep
- Recruitment, Selection, Suitability & Induction
- Disciplinary & Grievance Procedure for Staff
- Building & Maintaining Professional Relationships at Work
- Health and Safety Policy Statement (& Health and Safety Policy Pack)
- Complaints

Contact details

If you are calling to report a concern against a member of Trinity Court's staff, Staffordshire's LADO must be contacted as below.

If you are not calling to report a concern against a member of Trinity Court's staff, look at the child's address and decide whether they are resident in Staffordshire or Stoke on Trent than call the relevant telephone number. If you are unsure of which number to call, Staffordshire's Support number should be contacted for advice.

Staffordshire Children's Advice & Support	0300 111 8007 http://staffsscb.org.uk
Staffordshire's Local Area Designated Person (LADO)	0300 111 8007
Staffordshire Social Services (Out of hours)	0345 604 2886
Stoke Children's Advice & Duty Service	01782 235100
Stoke on Trent Social Care (Out of hours)	01782 234234
Police (Emergency)	999
Police (Non urgent)	101
NSPCC Helpline	0808 800 5000
OFSTED	0300 123 1231

OFSTED's postal address is: Office for Standards in Education, Piccadilly Gate, Store Street Manchester, M1 2WD

PHOTOGRAPHY, MOBILE MEDIA, COMPUTERS & DIGITAL PLATFORMS

Photography

We use a digital camera to take many photographs each year. A comprehensive photographic record is useful for many reasons.

- Photos allow parents (and other carers) a glimpse of daily life at Trinity Court.
- They provide colourful displays for our children to enjoy.
- They give children an opportunity to explore their history (looking at past events, family and friends)
- Photos provide Ofsted inspectors with evidence of the range of activities we undertake.
- Photographs are good for communicating with prospective parents, allowing insight into life at Trinity Court.
- We are nostalgic and thoroughly enjoy leafing through our (electronic) photo albums.
- They are excellent memory joggers for us (...how did we do that last time?).

Photographs form part of everyday life at Trinity Court. They are displayed within the building and sometimes used in documents that we release for parents, our staff and Ofsted. Surnames (or other personally identifiable details) are never attached to photographs. Members of staff are not permitted to take photographs of children using personal recording devices.

We will not undertake to avoid taking photographs of specific children. If you would prefer that your child's face was obscured in any we take this can be achieved easily (digitally). If this is the case, please make your wishes known. During some significant events involving parents (e.g. our Christmas Concert), cameras or video cameras are used by those attending. If you prefer that your child does not participate in such events please make that fact known. We will respect your wishes.

Mobile Media (Including wearable technology)

The use of personal mobile phones (and other portable devices) capable of recording images is not permitted within Trinity Court's classrooms, hall or toilet areas. This rule applies to Trinity Court's Staff, Parents, Children, Visitors and other stakeholders with whom we have a relationship. Exceptionally, recording may (at Trinity Court's discretion) be allowed by Parents in our Hall during special events such as our Christmas Concert.

The aim of this policy is to help ensure that:

- Members of staff are able to focus their attention on the children in their care.
- Personal recording devices are not used to make recordings of children.
- Allegations of inappropriate recordings can be defended robustly.
- Children are prevented from accessing inappropriate content over the internet by using connected devices.

Members of staff are not forbidden from bringing mobile phones (with or without cameras) to work but their use is restricted to break times and in staff only areas of the building. Staff members expecting (or needing to make) calls are welcome to use Trinity Court's telephone. In that event, members of staff are expected to be sensitive to others, ensuring the care offered to children is not compromised.

We recognise the importance of mobile phones during excursions. In accordance with data protection guidance (GDPR) , staff members are not permitted to use personal recording devices (including mobile phones) to take pictures of children in Trinity Court's care.

Wearable technology

Wearable devices such as smart watches must not be used by staff members if they are capable of recording images. Such devices must be stored securely in staff only areas of the building; their use is restricted to break times.

Computers (including portable computers)

Our early years children are supervised when using computers and other internet connected technology.

To protect children from accessing inappropriate content, Trinity Court's fixed computer is in an open area of the room. The screen is clearly visible to members of staff at all times. Computers and other devices may have service provider level content filtering applied to prevent access to inappropriate content; this cannot be bypassed without administrative intervention.

Trinity Court's hand-held devices (such as tablets) access our local network and internet via wi-fi. This restricts access by password and access to the internet is subject to service provider level filtering applied as above.

Personal lap-top computers with integrated (or peripheral) cameras may not be used in Trinity Court's Classroom, Hall or Toilet areas. Personal lap-top computers may not, without prior permission of Trinity Court's management, be connected to Trinity Court's internal network or internet in any area of the building.

Digital Platforms (and Social Media)

From experience, many parents want to see their children on our social media page(s). Some are vocal about wanting to see more information this way. We understand that some do not want images of their children to be made available. We are sensitive to this and have a written consent form that we ask be signed (opting in or out) on induction. Any change of mind can be addressed easily using a duplicate form (available on request). We will obscure any faces as necessary.

Where parents, carers, visitors or staff members are permitted to record images (such as at annual Christmas concerts) this is on the strict condition that images are not uploaded or tagged on any social media platforms. Contravention of this requirement would be considered a serious breach of our child safeguarding policy and would be addressed accordingly.

Members of staff must consider their professional responsibility when posting information on social networking sites (e.g. Facebook). Care should be taken to avoid any negative impact on the nursery's reputation or causing offence to colleagues or parents associated with the setting. Where staff choose to allow parents to view social network posts, the relationship must remain professional at all times. Contravention of this guidance may be considered a breach of the rules of establishment; disciplinary action may be taken as a result.

COMPLAINTS PROCEDURE

At Trinity Court we do our best to get things right. If you believe we have failed to reach our standard in any area, we want to address your concerns quickly and constructively for the benefit of our children, their parents/carers and our establishment.

If you have issues or concerns you wish to raise we suggest you follow the procedure below. We will normally respond to a verbal complaint with a face-to-face discussion (although we may write to you if we think it's appropriate). If you raise an issue in writing we will always respond in writing although we may also try to speak to you about the matter. We will make every effort to resolve the issue quickly. If the complaint requires detailed investigation or if a required action takes time to complete we may need longer. We aim to notify you of the outcome (and any action planned or taken) within 10 working days of the issue being raised. If we need more time we will let you know.

- If a single member of staff is involved with a minor problem it is probably best to speak to them directly to discuss it. Sometimes misunderstandings occur and a face-to-face discussion may resolve the issue immediately.
- If you feel uncomfortable discussing the situation with the member of staff concerned or if your discussion with them fails to resolve the issue, we suggest you speak to the Head Teacher. If the Head Teacher cannot resolve the problem immediately they will investigate and inform you of the outcome (and any action planned or taken).
- If more than one member of staff is involved, if the problem is serious in nature or if one of Trinity Court's policies is in question, we recommend you speak directly with the Head Teacher. If the Head Teacher cannot resolve the problem immediately they will investigate the issue and inform you of the outcome (and any action planned or taken). A concern involving the well being of any child or misconduct on the part of any member of staff would be dealt with according to our Safeguarding Children policy and/or our Disciplinary Procedure for Staff; the complaints procedure would continue to apply to the way in which we inform you of our investigation or actions.
- If a verbal approach has failed to resolve the problem or if you feel unable to speak to us about the problem you should write to us with details of the incident(s) causing concern. Your letter should be addressed to the Head Teacher who will provide a written reply. They will give details of the outcomes of any investigation and of any action planned or taken.
- If you feel we have been unable to resolve the issue or if you would rather not raise it with us at all, you may find it helpful to speak to one of the following on the telephone:

OFSTED	0300 123 4666
Staffordshire Children's Advice and Support	0300 111 8007

You may also write to Ofsted's Midland region office at the address below:

Office for Standards in Education
Piccadilly Gate, Store Street
Manchester. M1 2WD

We have a legal duty to respond to complaints within 28 days. We are also obliged, on their request, to provide Ofsted with details of any complaints we have received in a given period.

POLICY AND PROCEDURES FOR NURSERY STAFF HANDLING COMPLAINTS

You may receive complaints about yourself, a colleague or one of the nursery's policies. You may also receive complaints about another parent or carer, or another child. All should be treated in the same way as detailed below.

All Operational Staff (with the exception of the Head Teacher)

Action in Case of a Verbal Complaint

Find a place that is quiet and private. Listen to the complainant carefully and courteously. Try to resolve problems quickly and informally. If you are busy with children at the time you should ask a colleague to deputise while you hold your discussion.

If successful:

- Inform the Head Teacher who will record details of the issue and the outcome.

If unsuccessful:

- Do not suggest that a written complaint is filed unless the Complainant requests it.
- Remind the complainant of Trinity Court's complaints procedure. This is available on our website and is also displayed in the children's entrance hall. Offer to provide another copy of the policy if that would be helpful.
- Explain Trinity Court's policy and indicate how the complainant should seek satisfaction; recommend a meeting with the Head Teacher in the first instance.
- Inform the Head Teacher who will record the complaint, conduct any necessary enquiries, arrange a meeting with the complainant and record subsequent actions or outcomes.

Note: if a complaint raises an issue about the safety or welfare of a child it should always be approached in line with Trinity Court's Safeguarding Children Policy.

Action in Case of a Written Complaint

We ask that written complaints are addressed to the Head Teacher. If you receive a written complaint that is addressed to yourself, please pass it to the Head Teacher for further action.

Head Teacher

If a complaint raises concern about the welfare or safety of a child you must follow the procedure set out in Trinity Court's Safeguarding Children Policy. Once you have completed this process you should deal with the complaint as below.

Verbal Complaints

When a complaint is brought to your attention you should find a quiet, private place and listen to the complainant carefully and courteously. Try to resolve problems quickly and informally if it is possible. If further investigation is required explain this to the complainant. Arrange to meet members of staff who are involved with the situation. Once you have gathered the necessary information you should decide on any action required. You should then arrange to see the complainant privately to explain the outcome (and any actions that are appropriate). Unless there are exceptional circumstances, your meeting should be within 10 working days from the complaint being made (although it is expected that the meeting will occur well within this time-frame). If you feel there is no valid complaint you should be diplomatic. Convey your reasons for not supporting the complainant's point of view and try to reach agreement where possible.

If matters are resolved:

- Record actions taken on a Complaint Form and file it accordingly.

If matters have not been resolved:

- Request that, as an initial step, the substance of the complaint be submitted to you in writing. If the complainant does not wish to do this you should discuss the Trinity Court's Complaints Procedure with the complainant and explain how they should continue to seek redress.

Written Complaints

These will probably be of a more serious nature initially or they will be the result of an ongoing complaint that has not been resolved verbally.

Provided it is appropriate to do so you should suggest a meeting to discuss the issues raised in the written complaint. Unless there are exceptional circumstances this meeting should be within 10 working days of the complaint being received. Aim to do this even if the written complaint has arisen from failing to resolve an issue at a verbal level. Prior to the meeting you should speak to any members of staff involved with the case and decide on any action that is necessary. If you feel it is inappropriate to arrange a meeting or if the complainant declines involvement in a meeting then this stage of the process may be omitted.

If the complaint can be resolved verbally

If the complaint is resolved during a meeting, advise the complainant they will receive a letter outlining the matters discussed and the actions agreed. This letter should normally be sent 10 working days of the meeting. Record any actions taken, include copies of all notes and letters and close the file.

If the complaint cannot be resolved verbally

Give further careful consideration to the complaint. If necessary, investigate the matter further involving members of staff as appropriate. Write to the complainant addressing the issues raised in their written complaint. Indicate any actions that you feel are necessary and, where possible, indicate a timescale in which those actions will be completed. Enclose a copy of Trinity Court's complaints procedure and draw the complainant's attention to the enclosure. State that it would be appreciated if the complainant could confirm (in writing or verbally) whether the complaint has been addressed satisfactorily.

If you feel that the complaint is unfair or that issues have been successfully addressed without recognition from the complainant you may regard it appropriate to furnish Ofsted with details.

SLEEP POLICY

At Trinity Court we believe that in order to support the well-being of our youngest children we need to ensure their sleep needs and routines are accommodated much as possible.

Our staff will endeavour to meet all children's needs through working in partnership with parents/carers and the Nursery routine.

As young children sleep, it is our job, as practitioners, to ensure babies and young children are safe and well throughout the period in which they are resting. We will support this by doing the following:

- When a new child starts at our setting, we will ensure an induction takes place allowing us to cater for the child's individual needs. We will aim to work with parents/carers requests but it will need to be acknowledged that young children's routines may change when they encounter new experiences/routines.
- The temperature of the room will be monitored to make sure it is not too hot or too cold. A staff member will act accordingly to ensure the temperature is modified as required.
- We will ensure children are well spaced for sleep and/or rest times.
- Staff will consult with parents on how they would like their child settled to sleep. Children will be encouraged to settle themselves where possible and this will be dependent on their stage of development.
- We will work with parents/carers requests and wishes regarding their child's sleep time. If it is apparent the child will not settle or fall asleep after a period of time, the staff member will use their judgment and the child will return to the group.
- Babies will be encouraged to sleep on their backs with their feet touching the bottom of the cot. They will be covered by a light blanket.
- Older children will be made comfortable when put down to rest/sleep. Shoes, socks and outer clothing will be removed and children will be made comfortable on a mat/cushion.
- A risk assessment will be carried out to ensure every child is safe. This will include checking that no bags/toys with strings or bows are around the child and hooded sweatshirts are removed.
- A member of staff will stay in the room until all children are asleep. This is to check that all children are safe and comfortable.
- The wellbeing of each child will be checked every 10 minutes whilst they are asleep. This is recorded in the sleep record book and initialled by the person checking. Staff will observe each child's colour, that they are breathing and that their airways/head is not obstructed by anything.
- All used sleep mats will be sprayed and wiped down after use, using antibacterial spray and a paper towel. The paper towel will be disposed of after use. Each child's individual bedding will be folded and placed in a named box ready for the next use. Children's bedding will be washed weekly, after their final session.

What will happen if a child stops breathing while asleep

If an emergency arises and a child stops breathing, the member of staff discovering the problem will call for the help of a colleague. If resuscitation is required, this will be carried out by a Paediatric First Aider. Whilst resuscitation is taking place another member of staff will call 999 and make contact with the parents/carers.

RECORDED INFORMATION, CONFIDENTIALITY AND DATA PROTECTION (GDPR)

Our storage, processing and handling of data is regulated by the General Data Protection Regulation (GDPR) 2018.

Moorland Nursery School, Trinity Court is registered with the Information Commissioner's Office (ICO) as a controller of data. Accountability lies with the proprietor of the business. This individual is Mark Shadforth.

The lawful basis on which we use information

As a registered provider of childcare we are required to collect and store information about the children accessing our services and the adults associated with providing their care. That is for smooth running of our setting, for safety & security and also to meet legal obligations placed upon us. As an employer of members of children's workforce, we are required to hold information about our employees, work experience students and any volunteers. We may also record information about visitors.

Using information for the purpose for which it was collected

Information is only used in connection with the lawful basis described above. It is never passed to a third party with the purpose of marketing a product or service. Information that is recorded is considered necessary for the safe, smooth, effective and legal running of our establishment. No other information is held.

Personal data about children, their families and carers is collected and used for the following reasons:

- To support children's development and monitor and report on progress.
- To provide a safe and effective service for the children in our care.
- To assess the quality of our service, reporting to regulatory authorities as required.
- To comply with the law regarding data sharing.

As an employer of members of the children's workforce, we need to keep relevant employment records to ensure the safe, effective and legal running of our setting.

Our staff members are not permitted to use personal photographic recording devices (including mobile phones) while working at Trinity Court.

What Information is Recorded

We hold information about children, parents and other contact individuals on file. This is so we can contact parents or carers in an emergency and also to comply with the law.

The records we keep include completed Registration Forms, correspondence, accident/incident records, medication forms, consent slips, copies of invoices, information about early education funding claims, development records, session patterns and registers of attendance. Significant amounts of information are held in electronic format.

We may record and hold information as requested by our Local Education Authority in connection with their obligations in respect of equal opportunities, special educational needs & disabilities and administration of any applicable early years funding schemes.

Some records (such as development records) are in regular use and kept accessible to our staff throughout the day. Registration details, invoices and correspondence are stored in administrative areas of the building. Trinity Court is secured when not in use and measures are in place to ensure the security of both paper based and electronic information.

We record and store CCTV images to detect and deter crime. Our CCTV may also assist if a child is missing or lost. CCTV operates in Trinity Court's entrances and offices. It also operates around the perimeter of the building (and car park).

We hold information about our childcare workforce including their contact details, emergency contacts, qualification history, training records, health details, criminal records disclosures, absence records (annual leave & sickness), disciplinary records, contracts of employment, correspondence and bank details.

How long is data stored for?

We do not store personal data indefinitely; data is only stored for as long as is necessary to complete the task for which it was originally collected (and to maintain compliance with relevant laws and guidance).

Keeping information accurate

We make every effort to ensure the information we hold is complete and accurate. Periodic reviews ensure that information is correct. We will correct any errors that are drawn to our attention as soon as possible.

Confidentiality & Sharing of Data

The information we hold about you, your family and, where applicable, your child is considered confidential. Excluding rare exceptions (explained below) we will not share this information without your prior consent. We have a shredder for disposing of personally identifiable written information which is redundant and computer media are erased if discarded.

For Parents & Carers

We acknowledge your right to privacy when discussing any aspect of your child's progress or development. When a member of our staff discusses sensitive topics (such as behavioural issues) they are expected to do so with discretion. If you feel uncomfortable about the timing or location of any such discussion you will not cause offence in making that fact known.

Permission for Data Sharing

Parents

In signing the registration form, parents of our nursery children give consent for information about developmental progress to be shared verbally or in writing.

- When a child moves to primary school (or to another early years setting) we aim to share information to aid their transition.
- We work closely with Staffordshire's Early Years & Childcare Unit; their advisors may have access to records as part of their commitment to promoting ongoing improvement in early education services throughout Staffordshire.

If you do not want information to be shared in either of these cases please make that known by writing to us.

Personal information is required for processing early education funding or tax credit claims. If you prefer us not to share this information will not be able process such claims.

Staff

Information held about members of staff is considered confidential and, under normal circumstances, will not be shared without consent. Our regulator may ask for certain details such as qualifications and the results of criminal record checks; such information will be given to them on their reasonable request. Additional information can be found in Trinity Court's policy entitled "Recruitment, Selection, Suitability & Induction".

Exceptions

Where a child's safety is believed at risk we may release or withhold appropriate information without knowledge or consent. You cannot opt out of the possibility of information being shared or withheld under such circumstances. For example, confidentiality may be broken in matters connected with Safeguarding Children (Child Protection). Another example may be in the event of a serious infectious illness (e.g. meningitis). We may release contact and attendance details to medical authorities on request in order that those at risk of infection may be contacted.

What are your rights?

Under data protection legislation, parents, pupils and members of staff have the right to request access to information that we hold about them. To make a request for sight of your personal information please write to the proprietor. There will not be charge for accessing your records (although a reasonable fee will be charged if you request copies of any of the documents). Information about a child will normally only be made available on the request of an individual with Parental Responsibility. Certain information, as described in Exceptions (above) may be withheld if a child's safety is believed at risk.

You may request that personal data we hold is erased where there is no compelling reason for its continued processing. Where the processing of your data is based on your consent, you have the right to withdraw this consent at any time.

As a registered controller of data we will notify the ICO of a breach in regulations within 72 hours of becoming aware of the breach.

PARENT/CARER INFORMATION

The information below is a collection of details we consider important for parents & carers to understand about the safe, smooth and effective running of our nursery. The document is intended to provide parents, legal guardians and principal carers with insight into how our establishment is run. It also contains important details that you should be aware of. These include details of our terms of business.

It is important that you read and understand the information before completing and signing the Registration Form.

Overview of Operational Policies

Our operating policies are included in addition to this document. They are subject to periodic review and available on our website. We encourage you to read them all carefully and check them regularly for updates. In signing the registration form you acknowledge that you have read, understood and agree to abide by all relevant policies of the establishment.

Nursery School Curriculum

Moorland Nursery School's curriculum incorporates learning in the following seven areas:

- Personal, Social & Emotional Development
- Communication and Language
- Physical Development
- Literacy
- Mathematics
- Understanding of the World
- Expressive Arts and Design

Our curriculum is available if you wish to read it.

Session Structure

Guaranteed Sessions

Sessions at Trinity Court are booked in advance on a termly basis. This enables us to guarantee your child's place for the duration of the term(s) booked. Staff and other resources are allocated on the assumption that Guaranteed Sessions will be attended and, for this reason, holidays and other absences incur sessions charges. To allow us to arrange our staff timetables we require six weeks notice (i.e. approximately half of one academic term) if you wish to change or discontinue Guaranteed Sessions.

We are unable to agree Guaranteed Sessions which do not follow a regular weekly pattern.

Our Commitment to You

We will honour Guaranteed Sessions from our issue of written confirmation until the finish date agreed for the session(s). Unless stated otherwise, we will assume the finish date will be the date your child leaves our establishment.

In the unlikely event that we need to withdraw particular Guaranteed Session places, at least 12 weeks' notice will be given (unless withdrawal is due to misconduct, non-payment of fees or repeated failure to collect or deliver children within agreed session times).

You will allow six weeks' notice before prematurely terminating or reducing your child's Guaranteed Sessions, otherwise you will be responsible for payment in lieu.

Alterations and Additions

If you wish to revise your child's attendance pattern please discuss this with us. Please confirm the request of alteration formally by email indicating the start and finish dates of the session(s) required. Providing your request can be accommodated at the time your written request is received, we will reply confirming the revised agreement. This revised attendance pattern will then constitute your Guaranteed Sessions. We will make every effort to accommodate requests for alterations or additions but sessions are subject to availability. Please be aware that fees will only be reduced following six weeks' notice.

We will attempt to accommodate infrequent requests for sessions to be changed to an alternative day or time in the same week. Where such sessions are requested in lieu of absence, they are subject to availability and at our discretion. Because we guarantee the availability of sessions, we are unable to refund fees for those any that are not attended.

Occasional Sessions

Requests for irregular additional sessions (Occasional Sessions) should be submitted to the office on an Occasional Session Request form. Occasional Sessions may not be booked more than two weeks in advance. If you wish to receive a written confirmation of approval, please indicate that.

While we will endeavour to accommodate requests for Occasional Sessions, we cannot guarantee success. If you need to rely on our services during Term or Holiday time you are advised to request Guaranteed Sessions.

Operating Hours & Holidays

Our session times are as follows:

- | | | |
|--------------------------|---------------------|-----------|
| • Before School Session | 07:45 - 08:45hrs | (1 hour) |
| • Morning Session | 08:45 - 11:45 hrs | (3 hours) |
| • Lunchcare Session | 11:45 - 12:45 hrs | (1 hour) |
| • Afternoon Session | 12:45 - 15:45 hrs | (3 hours) |
| • After School Session 1 | 15:45 - 16:45 hrs | (1 hour) |
| • After School Session 2 | 16:45 - 17:45 hrs * | (1 hour) |

* We allow a 15 minute grace period at the end of the day and children may be collected up to 18:00 without additional charge.

Our academic term and vacation times normally follow those set by Staffordshire's Education Department: our holiday times are usually very similar to those of our local primary schools.

Early Arrivals & Late Collections

Children attending sessions at Trinity Court must be delivered and collected within the session times. We are registered to provide childcare between 07:45 and 18:00 and our staff are asked not to admit children before 07:45.

If your child is delivered early or collected late an Occasional Session invoice will be raised for each complete or part session attended. Please be aware that if sessions are fully booked we will not accommodate children who arrive for sessions unannounced.

Exceptional circumstances

If, in exceptional circumstances, you are delayed beyond the closing time of the establishment we will, wherever possible, continue to accommodate your child at Trinity Court until you are able to arrange collection. In such circumstances, a fee will be charged to cover extraordinary staffing costs and running expenses. This rate is £7.50 per quarter hour or part thereof. The charge is subject to change without notice but, in the absence of written notification being displayed in the main entrance hall, will not increase beyond 10% per annum (from September 2024).

If we are unable to arrange for two members of staff to remain on duty beyond our closing time, we will contact the duty officer at our local Social Services office for their advice and support (see policy entitled "Child Missing, Lost or not Collected").

Repeated failure to collect children within the operating hours of the establishment may lead us to withdraw our services.

Fees

When we accept bookings for a session we ensure that sufficient staff and resources are available to accommodate the children expected to attend. Our sessions are often heavily subscribed and it is common for us refuse new session bookings. Our running costs need to be met regardless of whether children attend. For this reason, fees are payable for all sessions which have been requested and accepted, regardless of attendance.

Our fees (and fee structure) are normally reviewed annually. Our annual review is occurs each April. Both the frequency and date of such fee changes is subject to change. At least 6 weeks' written notice will be given of our intention to alter Guaranteed Session fees (or Guaranteed Session fee structure).

Monthly Payment

Monthly invoices are raised around the start of each calendar month. These normally cover a period of four or five weeks. Where the first day of the month falls on a Thursday or Friday the period usually commences the following Monday. Otherwise, the monthly billing period normally commences during the week in which the first day of the calendar month falls. On occasions we may adjust billing periods slightly to achieve a more even distribution of weeks (e.g. an eight week period may be divided into two periods of four weeks, avoiding a three and a five week period). Payments for monthly invoices is due within seven days of the date of the invoice.

Occasional Session Charge

Occasional Sessions are charged separately from your regular account. These invoices are issued retrospectively and billed on a week-by-week basis. A 10% administrative charge is applied to Occasional Sessions and this will be included on the invoice. The Occasional Session administrative charge is subject to alteration with not less than two weeks' notice.

Billing Errors

In the event that you notice a billing error please inform a member of the office team as soon as possible.

If you have been overcharged by a modest amount it is normally easiest for us to offer a credit against your next invoice. If you would prefer a refund please make that known to us; we will issue a cheque within seven days of your request. Refunds will not normally be offered in cash.

If you have been undercharged inadvertently for sessions, the shortfall remains due. We will not expect payment of shortfalls before four weeks from the date the error being communicated to you. Under-billing of sessions for periods greater than two years ago will not be pursued.

Late or Non-Payment of Fees

Situations in which fees become seriously overdue are rare and can almost always be approached positively with a negotiated payment plan.

In the event that fees become seriously overdue, we reserve the right to charge interest of 8% (per annum) of balances that have been outstanding for 30 days or more. The rate of interest will be subject to change but will not increase beyond 8% above the Bank of England (or equivalent) base rate. Alterations to the rate will be displayed in Trinity Court's entrance hall.

Should we find it necessary to engage an agency to assist with collection of overdue fees we reserve the right to charge debt recovery costs in addition to any interest. Where charged, debt recovery charges will reflect the fee charged to ourselves (inclusive on any VAT) but will not exceed 25% of the amount of debt being sought to be recovered.

Where reasonable progress towards resolving an overdue account cannot be made we may suspend or withdraw our service. Where we are unable to serve it in person, notification of suspension/withdrawal of service will be delivered in writing to the email or postal address that we have on file. This notice will state the date from which the suspension or withdrawal will be effective. Where service has been suspended or withdrawn our staff will refuse admission to the premises.

Nursery Education Grant

All children have Nursery Education Grant Funding available to them before they begin primary education at the statutory school age of five years.

All children are eligible for funding from the term after their third birthday. For example, a child who turns 3 during the Spring term would receive funding from the start of the following Summer term. For the purposes of the grant scheme, terms are considered to start on 1st September (Autumn), 1st January (Spring) and 1st April (Summer). The scheme is administered locally by Staffordshire's Education Department. If your child will be eligible for funding while attending Moorland Nursery School we advise you of that.

Additional funding may be available based on certain criteria. These may include family circumstances and finances. For up to date details of funding available we recommend you visit the UK government website. Information is also available from our head teacher or proprietor.

You may not normally claim funding in a private establishment if your child attends a government maintained establishment as well. If you intend claiming funding for your child we will need to keep a copy of their birth certificate.

Our session durations are described in "Operating hours & holidays" above. We plan our staffing and session availability based on whole sessions. For this reason, for the purposes of the funding scheme, funded hours will be allocated to whole sessions where any part of a session is attended. For example, a child arriving at 09:30 and leaving at 14:30 (5 hours' attendance) would have 7

hours of funding allocated against their allowance (08:45 - 15:45). For further explanation or information please speak to our head teacher or to the proprietor.

Attendance beyond any allocation of funded hours will be charged as per our current table of fees.

Service Disruption

Where events beyond our control (e.g. fire, flood, adverse weather, loss of utility services, widespread illness of staff, etc) force us to temporarily reduce or withdraw any of the services we offer, we will take all reasonable steps to maintain an acceptable level of provision. Please be aware that, in such circumstances, we cannot guarantee that the resources available will match exactly those that we would normally expect to provide. Mitigation against unexpected disruption may involve reduction of the operating area of Trinity Court, temporary relocation to alternative premises, involvement of agency staff or other reasonable steps to maintain an acceptable level of service.

Where complete sessions continue to be offered (at Trinity Court or alternative premises within a reasonable travelling distance) invoices will be raised as normal. In the unlikely event that transient problems prevent us from offering sessions altogether, invoices will not be raised and fees will be refunded (or your account credited) as is necessary. We will not accept responsibility for consequential losses resulting from disruption to our services.

Where our service is seriously disrupted for a period exceeding four weeks you may, following written notification during the period of disruption, reduce or withdraw session attendance without a notice being required.

Clothing and other items required

The following items will be required. Please note that all items must be named!

Footwear

In the interest of safety, all children attending will require soft shoes (e.g. school pumps) for indoor use.

Outdoor clothing

We make use of our outdoor play areas during the summer and winter months. Outdoor activity is often spontaneous and children should have clothing suitable for outdoor use available at all times (e.g. an appropriate coat or jacket).

During the summer please supply sunscreen and/or a protective sun-hat.

Change of clothing

Sometimes small bladders overflow. Children attending our nursery will need a complete change of clothing (including socks) available each day. We normally have an "emergency supply" of clothing and will do our best to help. Please remember to return (laundered!) loan items to us after use.

Nappies and wipes should be supplied by yourselves. If your child requires nappies please ask advice from a member staff.

Property and Valuables

In the event that property is lost while children are in our care, we will be pleased to assist with securing its recovery. We will not accept responsibility for property which is lost, damaged or

stolen (unless the loss can be attributed directly to the actions of our staff). This includes situations in which third parties are involved (e.g. a parent or child taking home a coat or toy belonging to another child).

We recommend that children do not bring money, expensive equipment or toys, expensive clothes or any other items of value to Trinity Court. Items that you feel are suitable to be brought, including clothing and shoes, must be marked clearly with your child's name. When collecting children please make sure that all belongings are reclaimed; please also ensure that the names written on these correspond with your child's name! Where children are collected and delivered by different individuals please ensure that details of property are communicated clearly between the parties involved.

Food and Drinks

Drinks and light snacks are offered to all children in the main morning and afternoon sessions and during the first after-school session. During Trinity Court's lunchtime sessions, children may eat packed lunches or, by arrangement, receive a hot lunch. An additional charge is payable for a hot lunch.

Packed lunches

Packed lunches should be brought to Trinity Court in a named lunch box or other suitable rigid container.

While every effort is made to store packed lunches away from sources of heat and direct sunlight, Trinity Court does not have facilities for their refrigeration. Please bear storage conditions in mind when selecting the contents of lunch boxes.

Drink containers routinely leak their contents onto carpets and into bags and lunch boxes. For this reason drinks are provided and should not be brought to Trinity Court.

Hot lunches

Meat based items served are normally factory pre-cooked and purchased tinned or frozen. We reheat these within the guidance of the Food Standards Agency/Environmental Health Department. We aim to provide both variety and nutrition in the meals we offer: meat stuffs are normally served with mashed, baked, boiled or chipped potatoes or pasta. Vegetables are offered with every lunchtime meal.

Hot lunches are usually booked in advance when sessions are arranged; orders may be taken at the school office 24 hours in advance. If a cooked lunch is cancelled before 08:30 the cost of the lunch will be refunded. Supervision fees will not be refunded. Where hot lunches are well subscribed we may be unable to offer them to children attending over lunchtime on an Occasional Session basis.

Special requirements

We respect children's dietary preferences/requirements and will make every effort to accommodate these in the food and drinks that we offer. If your child has specific requirements these should be discussed and explored with a member of Trinity Court's management team. If we are unable to accommodate the need ourselves we will be pleased to store foods brought from home. These may then be offered at the appropriate time. To avoid possible confusion, please provide written instructions about specific storage or heating requirements that you would like us to observe.

Allergies

Unless we receive written instruction to the contrary, children will be offered a cooked lunch if a lunch box is not supplied or its contents are apparently inedible. In view of this, it is VITAL that we are made aware of known food allergies. This applies regardless of your child's expected arrangements for lunch. A cooked lunch will be invoiced where lunch is provided unexpectedly and an administration fee may be charged.

Where a child has serious dietary allergies we may ask that all parents & carers consider lunch box contents with notified allergies in mind. We hope you appreciate we will expect assistance in this respect.

Car Park

We are fortunate to have a small car park adjacent to the building. You are welcome to use this when delivering or collecting children.

The car park becomes busy at peak times. For the safety and benefit of all please observe the following:

- Park neatly and as close to other vehicles as is practical.
- Park at right-angles to the main road.
- Do not park in the entrance at any time.
- If the car park is congested, stay with your vehicle until a space becomes available.
- Vacate your space quickly at peak times.
- Avoid parking on the road.
- For the safety of children and others, manoeuvre with care (especially while reversing).

Please take extra care when supervising your children on the Car Park. The main road is busy. Children must not be allowed to leave the pathways or run in the garden near the road.

Please be aware that use of the car park is at your own risk. We will not accept liability for loss of or damage to vehicles or property. We recommend that you lock your vehicle and avoid leaving valuables on display.

Serious Misconduct

In the event that a child, his/her parent(s) or carer(s) jeopardises the physical or emotional well being of any of Trinity Court's stakeholders we may feel it appropriate to withdraw our service. Behaviour which may lead to such action includes (but is not limited to): violent or aggressive behaviour, lewd or sexually inappropriate conduct, seriously disruptive behaviour, persistent use of bad language, bullying, theft, deliberate damage to Trinity Court's property (or that of its stakeholders) and inappropriate conduct while on any organised excursions.

On the day of the incident we will attempt to contact the individual who completed the Registration Form to arrange a discussion. Regardless of whether a discussion is successfully arranged, we will write to this individual (at the address we have on file) and highlight the nature of the incident. We will indicate that future cases of serious misconduct may lead us to withdraw our service. Should subsequent behaviour fail to improve we will write indicating the nature of the additional incident(s). In this scenario we may state our intention to withdraw our service; we will make clear the date from which this withdrawal of service will be effective. Written representation about such a decision should be addressed to the proprietor. While correspondence will be given fair consideration, the decision to withdraw service will remain at our discretion.

If our service is withdrawn, fees that have been paid in advance will be refunded pro-rata provided that non-accidental damage to property has not occurred. Costs incurred as a result of deliberate damage to Trinity Court's property, or that of its stakeholders, will be the financial responsibility of the individual who completed the Registration Form. Where necessary, costs will be recovered from any fees that have been overpaid.

ST01: RECRUITMENT, SELECTION, SUITABILITY AND INDUCTION

At Trinity Court we are committed to safeguarding children, keeping them safe from harm and promoting their welfare. We expect all of our employees & volunteers to share our commitment and accept responsibility for safeguarding children within (and outside) our setting.

With this in mind, our recruitment, selection & induction procedures are linked inextricably with our Policy for Safeguarding Children to which you should refer. Our recruitment & selection processes aim to identify, deter or reject any individuals who may abuse children.

Recruitment

We operate a relatively small setting in a relatively small community. Often, vacancies can be filled internally or by individuals known to us (e.g. former college students) or those recommended to us by colleagues, parents, etc.

Where required, staff vacancies are advertised with Jobcentre Plus. They may also be advertised on our website/social media page(s), by email (e.g. asking parents if they have recommendations) and also in the local press.

Regardless of the route of introduction, those expressing interest in a vacancy are provided with a written information pack. This gives prospective candidates:

- an overview of the establishment.
- a detailed job description for the post (including hours worked and remuneration).
- a person profile detailing the knowledge, skills and attitudes required/desired of the successful applicant.
- our Safeguarding Children Policy.
- this document.

Potential candidates are encouraged to visit the establishment prior to making an application for the post. This allows them to decide whether the post is suitable.

Selection

Candidates make a formal, written application for positions available. An up-to-date curriculum vitae is required.

Candidates' written applications (and information provided during telephone contact or visits) are assessed against the person profile and job description. Criteria are classed as either "Required" or "Desired" for the role. Candidates whose attributes meet the "Required" criteria for the post are short-listed and invited to attend interview.

Short-listed candidates are asked to visit the establishment prior to interview. This visit is for approximately one hour and is made by appointment at mutual convenience. Visits are scheduled to occur during the operating hours of the nursery school allowing candidates the opportunity to interact with children and staff. The visit forms part of the selection process allowing management and staff to assess candidates' dispositions and attitudes and their ability to integrate with children and potential colleagues. Of equal importance, the visit allows candidates to decide whether the position is suitable for them. Visitors are not allowed unsupervised contact with children nor are they permitted access to enter areas of the building where personal care is being given.

Interview questions are set prior to interview. Questions are standardised for all interviewees. They are structured to explore candidates' curricula vitae and test knowledge, skills and attitudes against the person profile and job description. The interview panel comprises members Trinity Court's management team. Gaps in employment are explored as well as candidates' understanding of the safeguarding responsibilities of the role they have applied for. Candidates are made aware of the vetting process and asked whether they have information they wish to disclose as a result. Questions are invited from candidates at the end of the interview.

Final selection decisions are based on candidates'

- written applications (including health and suitability declarations below).
- knowledge, skills, attitudes & disposition shown during their visit.
- performance at interview.
- qualifications (where required)

Self Declarations

At the point of short-listing (and after a job application has been received) potential candidates are asked to self declare some information.

Health Declaration

Applicants will be asked to complete a health questionnaire to help assess their suitability to work with children. In line with the Equality Act (2010) a health declaration is requested after receipt of an application for a role.

Self Disclosure

Short-listed applicants must complete a self-disclosure providing information on criminal records, cautions, reprimands or investigations that would make them unsuitable to work with children.

Disclosure of Right to Work in the UK

Applicants will be asked to confirm their right to work in the UK.

Suitability

Once selected, the successful candidate is offered a position subject to a number of criteria.

References

References are followed up in writing (and often by telephone). At least two references are sought. Where possible, both are former employers. Referees are given an overview of the post, a person profile and job description to assist in making an informed decision about the suitability of the candidate. We ask referees to complete a pro-forma for this purpose.

Identity Checks

Evidence of identity is checked by way of passport, driving licence, identity card, etc. according to the guidance issued by the DBS.

On arrival, the identity of agency (bank) staff must be checked by the most senior member of staff present on the day.

DBS Checks

Candidates are required to submit details for an Enhanced DBS check (including a Barred List check). This may be carried out by querying the Update Service or by making a new application

through a provider endorsed by Ofsted. Candidates shall not have unsupervised contact with children until a satisfactory result has been received.

An overseas criminal records check will be required if applicants have spent over three months abroad in one country within the last five years (and were over 16 years old at the time). This may delay the process but does not preclude successful selection.

Qualifications

Evidence of qualifications (where relevant) is required. Originals of certificates are requested.

Induction, Supervision & Probationary Periods

Induction

An induction pack is issued. This contains operational policies, health & safety information, prospectus, staff documents, disciplinary procedure, absence policy, etc. Important policies (e.g. Safeguarding) are discussed with new recruits to ensure they are understood thoroughly. Where possible, new recruits will be encouraged to shadow a more senior colleague at the beginning of their employment.

Supervision of new staff

No new member of staff (or volunteer) shall have unsupervised access to children until the results of a satisfactory DBS check have been received by our setting. Managers shall be mindful of this when devising staffing plans. Room leaders or supervisors will consider the layout of the rooms in which they are working and satisfy themselves that this can be achieved (by line of site at all times).

No member of staff without an appropriate DBS clearance shall be involved with any element of personal care, whether supervised or not. Room leaders shall be mindful of this when deploying staff. Temporary re-deployment of staff (& movement of children) may be necessary during times that personal care is administered.

The staff team will be informed when a DBS clearance has been obtained. Until such time it shall be assumed that any new recruits do not hold an appropriate DBS certificate.

Ongoing supervision, coaching and mentoring shall be used to support recruits, build on their strengths and support any areas that require development. This process will build on the positive culture of safeguarding that we foster.

Probationary Period

Regular, informal progress reviews are conducted within the first six months of employment. New recruits will be aware that unsatisfactory progress may culminate in the termination of their employment (in line with any relevant UK law).

ST02: AUTHORISED LEAVE, SICKNESS AND UNAUTHORISED ABSENCE (FOR STAFF)

Authorised Leave

Entitlement to Paid Leave (Holiday)

All of Trinity Court's paid staff are entitled to receive paid leave from the date of commencement of employment. Our holiday year runs from 1st September to 31st August.

- On joining our organisation your holiday entitlement during the first holiday year will be calculated according to the number of weeks remaining in that holiday year.
- Where you normally work a 5 day week, paid holiday entitlement will be 28 days in each complete holiday year. 20 of these days are discretionary; 8 of the days are Bank or Public Holidays* and are not flexible.
- Your entitlement will be reduced pro-rata where your working week is less than 5 days.
- At least one week's holiday should normally be taken during Moorland Nursery School's Autumn term.
- Holiday pay is based on basic pay and is exclusive of any overtime that is worked before or after the holiday is taken.
- Holiday should normally be taken in whole weeks (i.e. Monday to Friday).
- Holidays may not be booked more than 12 months in advance.
- Holiday dates must be agreed in advance and be acceptable for both yourself, your colleagues and for Moorland Nursery School.
- Holidays must be requested on an Annual Leave Request form.
- Normally, no more than two weeks holiday may be taken consecutively.
- Moorland Nursery School has a small staff. Under normal circumstances, no more than one member of staff may take holiday at any given time. This may be relaxed at quieter times of the year.
- Members of staff without children are encouraged, where possible, to try and avoid taking leave during school vacation periods. This allows those members of staff with school aged children to coordinate their holidays with those of their children.
- Holiday that is not taken in any particular holiday year will be lost and may not be carried over into a subsequent holiday year.
- On termination of employment with Trinity Court, entitlement to accrued holiday pay will be in proportion to the length of service in the relevant holiday year. If, on termination, holiday pay in excess of the entitlement has been received, this will be deducted from any remuneration due.
- On termination of your employment with Moorland Nursery School, your entitlement to accrued holiday pay will be in proportion to the length of service in the particular holiday year. If, on termination, you have received holiday pay in excess your entitlement, this will be deducted from any remuneration due.

Note on Calculation: Consider a simple example and suppose you joined Moorland Nursery School 26 weeks in to the holiday year. You are allowed 28 days of paid holiday each year including bank holidays.

There will be 26 weeks left in that holiday year (52 - 26). The number of days of paid holiday you will be entitled to receive in those 26 weeks (the remainder of the year) will be:

$$\frac{\text{Weeks Remaining}}{\text{Weeks in a Year}} \times \text{Days of Holiday Allowed per Year} = (26/52) \times 28 = 14 \text{ days}$$

Leave for Unexpected Emergencies

All members of staff have a right to take leave to deal with unexpected emergencies involving dependents. A dependent is a spouse, child, parent or someone living with you as part of your family. Since emergencies are unpredictable, the amount of leave available to deal with them is not limited. If the situation is foreseen or ongoing in nature, it will not be considered as an unexpected emergency.

After 12 months' service, members of staff are entitled to 3 days of paid leave to care for a dependent in an unexpected emergency. This is available annually and is based on the sickness year. The amount of paid leave is reduced pro rata for those working less than five days per week. Additional leave to deal with emergencies may, of course, be taken but will be unpaid.

As with sickness, please keep us informed so we can avoid compromising the service we offer to our children and their parents.

Compassionate Leave

Staff members are entitled to up to two days paid leave for bereavement where a parent, child, sibling or spouse has been lost. This is in addition to leave taken for unexpected emergencies.

Again, please keep us in touch with the situation so that we can plan accordingly.

Parental Leave

After twelve months' service, members of staff with children may be entitled to take unpaid leave to spend time with their children. This leave can be taken in addition to paid leave (holidays) and is available to both mothers and fathers. Details of the leave are given below.

- Parents of children born or adopted on or after 15 December 1999 may take the leave until their child's fifth birthday. In cases of adoption, leave may be taken until five years after placement.
- Parents of children born or adopted between 15 December 1994 and 14 December 1999 may take the leave until 31 March 2005 (or until the child's 18th birthday if this is sooner, in the case of adoption).
- Parents of disabled children are able to use their leave over a longer period. Leave may be taken up to the child's 18th birthday.
- 13 weeks of parental leave are available for each child. 18 weeks are available for each disabled child.
- At Trinity Court, parental leave may be taken as single days or as weeks. A maximum of four weeks may be taken together (for each child). A maximum of 4 weeks may be taken in any 12 month period (for each child).
- Parents wishing to take leave must give at least three weeks' notice.
- In the event that the leave dates chosen by a member of staff would disrupt Trinity Court's running, we may postpone the leave for up to three months. We have a small staff team

and ratios of adults to children must be maintained at all times. If a significant proportion of staff ask for leave at the same time we would probably be unable to grant parental leave.

Please speak to one of the management team for additional details of parental leave.

Statutory Maternity, Paternity and Adoption Leave

Maternity, Paternity and Adoption Leave is a complicated area in which much legislation applies. Detailed information about Statutory Maternity, Paternity and Adoption Leave is not contained within this document. Needless to say, Trinity Court abides by all relevant legislation. If you would like details of the leave available (or pay) please speak to Trinity Court's Business Manager.

Sickness

Sick Pay

Trinity Court's full-time staff may be entitled to receive full pay for up to 20 days of sick leave per year. If your regular working week is less than 5 days duration, your entitlement to pay for sickness or injury will be reduced pro rata. Company sick pay is inclusive of any Statutory Sick Pay (SSP) that can be reclaimed. For the purposes of the scheme, absences of three or more hours duration will be considered as a day; absences of less than three hours will be considered as half a day. Trinity Court's sickness year runs from 6th April i.e. the start of the financial year. Where you join Trinity Court's staff during a year, your entitlement will be reduced pro rata.

If sickness prevents you from working for more than your allocation of sick leave in the year, pay for the additional days will be calculated according to the relevant rules for SSP. Prolonged or regular periods of absence through sickness may be considered suitable grounds for dismissal.

Notification of Illness

Other than in cases of serious injury or illness, if you are unable to attend work a member of Trinity Court's management should be contacted on the first day of the absence. This should be by telephone: if you are unable to make the call (e.g. if you have lost your voice) please arrange for someone else to make the call for you. It is important that we maintain ratios of staff to children. If possible, please telephone at least an hour before you are due to start work to allow us time to make arrangements. Please call at the time you were due to start at the very latest. If the illness prevents you from attending work for two or more days, please make contact on each day of the absence. This will keep us informed of progress and allow us to plan cover. Text messages are welcomed as a means of providing advanced warning of illness outside normal working hours. Text messages should not replace notification of sickness by telephone. Company sick pay (where available) will not be paid where notification of sickness is made by text message alone.

If you have been off work for a short time we will ask you to complete a self certification form when you return. For absences of more than a week, we will ask for a Medical Certificate in addition. This should be available from your GP or another medical professional who has provided care.

Unauthorised Absence

Unauthorised absence puts stress on members of staff and financial strain on the organisation. It may also compromise the level of care we offer our children and service we offer their parents.

Where leave taken for sickness, for dependents or on compassionate grounds has been abused this is deemed as unauthorised absence. Such absences will be considered in line with Trinity Court's document entitled "Rules, Disciplinary Procedures and Grievances".

Where patterns of sickness or absence suggest a lack of capability or commitment, we will approach the issue according to our written procedures. These are contained in the document entitled "Rules, Disciplinary Procedures and Grievances".

* Normal Bank/Public Holidays are: New Year's Day, Good Friday, Easter Monday, May Day, Late May, August, Christmas Day and Boxing Day. We may, at our discretion, pay additional Bank/Public Holidays that are declared.

ST03: RULES, DISCIPLINARY PROCEDURES & GRIEVANCES
(FOR PAID AND VOLUNTARY STAFF)

Introduction

This document is intended to assist with the smooth running of the establishment. For ease of reading it is divided into sections as follows:

1. **Rules of the establishment** This section describes why rules are necessary and gives an indication of some of the main rules relating to your employment.
2. **Suspension from Employment** Under certain circumstances it may be considered appropriate for a member of staff to be suspended from employment for a brief period. This section describes the circumstances in which this might be considered necessary and the format that the suspension would take.
3. **Disciplinary procedure** This describes the ways in which Trinity Court's management will approach situations in which rules appear to have been broken or performance is believed below the standard expected.
4. **Disciplinary Outcomes** This section includes information about warnings and disciplinary sanctions that may be applied where the disciplinary procedure fails to remedy the situation. It includes information about Gross Misconduct.
5. **Grievance procedure** This section of the document describes the way in which members of staff may communicate points of dissatisfaction or concern to the management of the establishment.
6. **Third Party Participation during Disciplinary and Grievance Meetings** This explains the circumstances in which members of staff may be accompanied at disciplinary and grievance meetings. It also describes the circumstances in which Trinity Court's managers may seek the involvement of third party arbitrators in such meetings.
7. **Appeals against Disciplinary or Grievance Decisions** This describes how appeals may be raised against decisions made as a result of disciplinary or grievance procedures/decisions.

Stakeholders

Throughout this document there are a number of references to Trinity Court's stakeholders. An organisation's stakeholders are individuals associated with it who have an interest in the way that it is run. Trinity Court's stakeholders include: the owner, managers, staff, parents, children, staff of local primary schools, individuals representing regulatory authorities (e.g. Ofsted), etc.

Managers

It is important to define what is meant by the term "manager". For the purposes of this document, Trinity Court currently has the following managers who are managerially responsible for staff:

Mr MF Shadforth (Proprietor)
Mrs C Collier (Head Teacher)
Mrs L Goodfellow (Deputy Leader)
Mrs C Barnett (Assistant Deputy Leader)

Among their duties, Trinity Court's managers are responsible for the organisation's members of staff. The managers appoint new staff, conduct disciplinary procedures and impose disciplinary sanctions where necessary. They must also ensure the welfare of all staff responsible to them. They will, as such, be involved where staff members have grievances that they wish to discuss.

In the event that additional individuals acquire managerial responsibility, all members of staff will be informed. Information relating to the managerial seniority of the individual within the organisation will also be communicated.

Contract of Employment

A contract of employment exists between Trinity Court and all of its members of staff. This contract is not described in a single document. In addition to the assumed responsibilities of each of the parties, the contract is comprised of information in the following documents:

- Written statement of particulars of employment
- Job Description
- Trinity Court's Staff Induction Pack
- Trinity Court's Operating Policies (including Health & Safety Information and this document).

To ensure that you gain a full understanding of your contract of employment we recommend that you read this document (Rules, Disciplinary Procedures and Grievances) in conjunction with the others listed above.

We anticipate that most of the information below will not be relevant to the majority of staff. It is, however, important that you make time to read it. Particular attention should be paid to the section entitled "Rules of the Establishment" and that regarding "Gross Misconduct" in the "Disciplinary Outcomes" section.

Please remember that by signing your contract of employment you are stating that you have read and understood all of the information below. If you do not understand any of the points it is important that you speak to a member of the management team before signing your contract.

Acas Code of Practice

Acas publishes a code of practice which provides practical guidance to employers, employees and their representatives and sets out principles for handling disciplinary and grievance situations in the workplace. Employers are encouraged to reflect the Acas code of practice in Disciplinary & Grievance procedures. Trinity Court's Disciplinary and Grievance procedure reflects the 2009 Acas Code of Practice.

Information about statutory obligations and good practice can be obtained from Acas. Acas operates an excellent web resource in this respect (www.acas.org.uk) and the Code of Practice may be read obtained there. They also offer an effective telephone helpline on 0300 123 1100.

1. Rules of the Establishment

Trinity Court's employees are expected to abide by certain rules. These rules ensure that the standards of conduct and performance expected of members of staff are upheld. This helps the establishment operate safely, efficiently and effectively for the benefit of all of its stakeholders.

Many of the rules of the establishment are included in Trinity Court's policy documentation and the staff induction pack. Some rules are not issued but are available in the staff area of Trinity Court's main hall. Some rules are not written but are either very obvious or covered by common law. These implicit rules include restrictions on things such as physically assaulting colleagues.

It is impractical to list all of the rules here. Some of the most important ones are given below:

- Staff members are expected to conduct themselves in an appropriate manner with all of Trinity Court's stakeholders.
- Members of staff are expected to take care of Trinity Court's premises and its property.
- Performance at work should be in line with that indicated in the job description and other policies. Duties should be performed to the best ability of staff members.
- Members of staff must be both willing and able to work within the operational policies of the establishment.
- Rules stated in the Written Contract of Employment must be followed.
- No member of staff should harass or victimise any stakeholder of the establishment.
- Trinity Court's name, reputation or facilities must not be misused.
- Timekeeping should be in line with staffing rotas that are agreed.
- Members of staff are expected to promote and support the organisation at all times.
- Staff members must not be absent from work without prior agreement (except in the case of sickness).
- Staff members are expected to work towards fostering positive professional relationships with colleagues and follow guidance in the procedure entitled "Building & Maintaining Positive Professional Relationships at Work".

Serious breaches of the establishment's rules may be considered to constitute gross misconduct. A section below describes the nature of such breaches and the disciplinary consequences that may be involved. It is important that this section is read carefully.

2. Suspension from Employment

Suspensions may be imposed by any of Trinity Court's managers with responsibility for the staff member concerned. The decision to impose a period of Suspension from Employment is serious and will be taken after careful consideration by the manager(s) involved. A suspension will only be imposed where it is believed to be in the best interest of the organisation or its stakeholders. This section should be read in conjunction with "Disciplinary Procedure" and "Disciplinary Outcomes" below.

Paid Suspension

Members of staff may, at the management's discretion, receive paid suspension from employment under the following circumstances:

1. Pending a disciplinary hearing where it is alleged that disciplinary rules have been broken.
2. Pending the outcome of a disciplinary appeal.
3. Pending the outcome of a criminal investigation where the charge is deemed to indicate a risk to Trinity Court or any of its stakeholders.
4. Pending an investigation into an alleged child protection issue.

Paid suspension is not a disciplinary sanction and should be distanced from the disciplinary process itself.

Pay will be given as usual (excluding any overtime expected for the period). The maximum period of any paid suspension will be 60 working days. The period of paid suspension will be limited to the shortest time that is both practical and possible.

Administration of Suspension from Employment

Notification of suspension may given verbally or in writing. Where verbal notice of suspension is given the member of staff will be allowed the opportunity to receive this confidentially. Written confirmation of the terms of the suspension will be issued within 3 working days of the verbal notification. Refusal to exercise the right to confidential notification or refusal to receive written confirmation will not affect the terms of the suspension.

Suspensions will be with immediate effect unless stated otherwise. A maximum of 5 minutes will be allowed for the member of staff to collect personal belongings and vacate Trinity Court's premises or associated property. Where notification of suspension is received off the premises members may, at a time mutually agreed with a manager, attend Trinity Court to exercise this right.

In the event of a period of suspension being imposed, the suspended member will not be permitted to initiate contact with colleagues, clients, children of the establishment or any individuals with whom an association has been formed as a result of their employment with Trinity Court. During the period of suspension staff members will not be permitted to access Trinity Court other than by invitation of a manager responsible for them.

Failure to observe any of the terms in relation to Suspension from Employment may be considered as suitable grounds for summary dismissal.

3. Disciplinary Procedure

Disciplinary issues may arise where Trinity Court's management believe a member of staff's conduct or capability is below the level expected. Many of these expectations are described in the documents forming the contract of employment. Some are described in "Rules of the Establishment" above.

In such circumstances Trinity Court's management will be committed to addressing the issues raised in a way that is fair to all concerned. As well as the member(s) of staff involved these parties may include colleagues, Trinity Court's management, the establishment as a whole and any of the establishment's other stakeholders. The procedure below applies to all staff irrespective of seniority or length of service.

Trinity Court has a small staff and management team. Any individual with managerial responsibility for a member of staff may be involved with conducting disciplinary procedures with that member.

Trinity Court's disciplinary procedure is intended primarily as a means of encouraging improvement in conduct or capability where this is believed to be unsatisfactory. With this in mind, managers will pay regard to the difference between issues of conduct and issues of capability.

Capability

Where unsatisfactory performance or attendance is due to a medically certificated illness, the issue is one of capability and a sympathetic approach will be taken. In deciding what action to take Trinity Court's managers will take account of the likelihood of an improvement in health and subsequent attendance, the availability of suitable alternative work and the effect of past and expected absences on the organisation. Regard will also be paid to Disability Discrimination legislation.

Where the reason for sub-standard performance is found to be due to a lack of required skills the issue will also be considered as one of capability. Where it is both possible and practical, the disciplinary process will be used to assist the member of staff with training or coaching.

Conduct

Sub-standard performance will be considered an issue of conduct under the following circumstances: negligence; lack of application; inappropriate behaviour or attitudes; transgression of Trinity Court's rules; inattention to Trinity Court's operational policies. This list is not exhaustive. Under such circumstances an emphasis will be placed on the need for the member of staff involved to remedy the situation by modifying their behaviour, attitudes or performance.

Informal/Investigatory Meeting

Where it is considered appropriate, Trinity Court's managers will attempt to resolve disciplinary issues informally. In this event a manager will gather information and convene an informal meeting with the member of staff concerned. The issues raised will be discussed and the subject explored. Concerns will be highlighted and the member of staff involved will be given opportunity to explain the situation. If the issue is one of capability then coaching or training will be considered.

This aspect of the process will not be considered as part of the formal disciplinary procedure. Assuming that the matter is resolved at this stage the manager conducting the meeting will indicate this is the case and conclude the issue. Subsequent informal meetings may be scheduled to review progress. Notes of the meeting(s) may be taken and kept on file but the details recorded will not be relied upon in future formal disciplinary meetings.

If the manager believes that the issue cannot be resolved at this stage then the manager will state that and the informal meeting will be closed. Within three working days, the manager will write to the employee describing the reason for his/her concerns. That letter will indicate a formal disciplinary meeting needs to be arranged and the manager will give at least five days notice of the dates that he/she wishes to propose. Unless it is agreed mutually that a later meeting would be preferable, the manager will make every effort to arrange the formal meeting within 10 working days of the letter. At the discretion of the manager concerned, the member of staff may be suspended pending that meeting.

Formal Meeting

The member of staff concerned may, at their discretion, be accompanied at a formal disciplinary meeting (see Right to Accompaniment below). At the management's discretion, the formal meeting may involve two managers to assist maintaining impartiality. In the event that relationships between the member of staff and the management have become strained, the manager may seek the involvement of a third party arbitrator with the meeting (see below).

Prior to the meeting the manager leading the process is likely to take statements from stakeholders involved with the situation. From this stage forwards, records of witness statements, interview notes, agreed outcomes and correspondences will be kept in file. Copies of written evidence that the manager intends presenting at the formal meeting will be made available to the employee at least 24 hours prior to the meeting. If any party intends calling witnesses the identity of those witnesses must be communicated to the other parties at least 24 hours in advance of the meeting.

At the formal meeting evidence will be presented and the member of staff involved will be given opportunity to present their case. On the basis of the information discussed the manager will make a decision about how to proceed. This decision may be taken during the course of the meeting or, if it is not taken at that point, it will be communicated to the member of staff within 3 working days of the date of the formal meeting.

The outcome of the meeting will be one of the following:

1. The matter will be dropped and all file notes, witness statements, etc. will be disregarded.
2. The issue will be resolved without recourse to a formal warning or sanction.
3. A formal written warning will be issued.
4. If the situation is sufficiently serious, the decision may involve recourse to disciplinary sanctions (pending the outcome of any appeal that may be lodged subsequently).

Informal Resolution

Required outcomes will be reached and agreed verbally. Improvements will be agreed and time-scaled. Where the issue is one of capability the manager will offer coaching, training or support in an attempt to overcome the problem.

Notes of the meeting will be taken, agreed by both parties and kept on file. Provided that no related disciplinary issues arise within a period of two years the notes will be disregarded for disciplinary purposes beyond that point.

First Written Warning

If the manager believes the disciplinary matter to be serious, a formal written warning will be issued. If a relevant written warning is already in force at that point then a final written warning will be issued (see below).

The first written warning will summarise the situation, indicate the improvement or change in behaviour or attitudes that is required, explain the timescale allowed for this improvement or change and indicate the right of appeal (see below).

The first written warning will indicate that a final written warning may be issued if there is no sustained improvement or change within the timescale defined. A copy of the written warning will be kept on file.

The written warning will state how long it will remain in force and this will normally be a period of two years. Provided that no related disciplinary issues arise while the warning is in force the first written warning will be disregarded for disciplinary purposes beyond that point.

Final Written Warning

Where there is a failure to improve or change behaviour while a relevant written warning is in force, a final written warning will be issued.

The final written warning will give details of the situation, the improvement or change in behaviour or attitudes required, the timescale allowed for the improvement to be made and the right of appeal (see below). It will also highlight the fact that failure to improve the situation may lead to one of the Disciplinary Outcomes being applied (below).

The final written warning will state how long it will remain in force and this will normally be a period of two years. Provided that no related disciplinary issues arise while the final warning is in force it will be disregarded for disciplinary purposes beyond that point.

Disciplinary Sanction

Where a transgression of rules or agreed improvements occurs during the period that a relevant final written warning is in force, disciplinary sanctions may be invoked (see below).

Where the matter is deemed to be one of gross misconduct, disciplinary sanctions may be imposed at the formal meeting. Should this be necessary the procedure related to Gross Misconduct will be applied (below).

4. Disciplinary Outcomes

Where the disciplinary process fails to resolve issues of conduct, performance or capability then recourse to disciplinary sanctions may be necessary.

With one exception, sanctions will only be applied where the situation fails to improve while a final written warning is in force. The exception to this is in cases where Gross Misconduct is deemed to have occurred. Disciplinary sanctions that may be enforced are as follows:

- Redeployment (with resultant alteration of duties).
- Demotion or loss of seniority with associated reduction in pay.
- Loss of next annual increment in salary.
- Dismissal.

Where a disciplinary sanction is to be applied the decision will be confirmed in writing with attention to the following points:

- The reason that the sanction has been applied.
- The date from which the sanction will be effective.
- The duration of the sanction (where appropriate).
- Information about the right to appeal against the decision. This will include details about how raise the appeal and with whom.
- Where the sanction is one of dismissal, the notification will also highlight the date that contract of employment will terminate, the applicable period of notice and whether pay must be taken in lieu of notice.

Dismissal due to lack of Capability

Where the issue is one of capability and the situation has failed to improve to a satisfactory standard, Trinity Court's management may take the decision to dismiss the member of staff concerned. Any intention to dismiss will be confirmed in writing with attention to the above.

Gross Misconduct and Summary Dismissal

There are certain rules which, if broken, may lead to members of staff being dismissed summarily. Such dismissals are reserved for serious offences of gross misconduct. Should dismissal be considered an appropriate sanction this will be without notice.

It is important to note that in all cases Trinity Court's management will make every effort to discuss the situation constructively at a disciplinary hearing. If the member of staff involved refuses to attend an agreed hearing or behaves in a violent, abusive or inappropriate manner during a hearing then summary dismissal will be considered an appropriate sanction in the absence of further discussion. This does not affect the employee's right to appeal.

Acts which constitute gross misconduct are those resulting in a serious breach of contractual terms by a member of staff. They include (but are not limited to) a member of staff's involvement with:

- theft, fraud and deliberate falsification of records in connection with the employment
- physical violence against:
 - a child regardless of whether the child is or has been connected with Trinity Court
 - a member of Trinity Court's staff or management
 - any of Trinity Court's past, present or known future stakeholders not named above.
- physical, emotional or sexual abuse (including neglect) of a child regardless of whether the child has or has had an association with Trinity Court.
- serious bullying or harassment of any of the establishment's present, former or known future stakeholders.
- deliberate damage to Trinity Court's property or property belonging to stakeholders of the establishment.
- serious insubordination.
- misuse of Trinity Court's name or property (including vehicles and computers).
- misuse of data relating to the clients, customers or employees of the organisation.
- bringing the establishment, its management or staff into serious disrepute.
- serious incapability whilst on duty brought on by alcohol or illegal drugs.
- serious negligence which causes or might cause unacceptable loss, damage or injury to Trinity Court's stakeholders or property.
- serious infringement of Trinity Court's operating policies which might cause unacceptable loss, damage or injury to Trinity Court's stakeholders or property.
- serious breaches of employer-employee confidence (provided that the breach is not under the terms of the Public Interest (Disclosure) Act 1998).
- refusal to arrange or attend a disciplinary meeting.
- inappropriate, violent or abusive behaviour during the course of a disciplinary meeting.
- failure to observe the contractual terms of a suspension from employment.

In the event of summary dismissal being deemed an appropriate sanction the effective date of termination will be the end of the day on which the offence occurred and no pay will be due beyond that date (excepting the entitlement to holiday pay accrued). The decision will be confirmed in writing as described above. The decision will not affect the right of the member of staff to appeal.

On receiving notice of summary dismissal, a maximum of 5 minutes will be allowed for the member of staff to collect personal belongings and vacate Trinity Court's premises or associated property. Where this time proves insufficient, the member of staff may, at a time mutually agreed with a manager, attend Trinity Court for a reasonable period to collect further possessions. This will invariably be scheduled to occur outside the normal working hours of the establishment. Under such circumstances the manager attending may choose to be accompanied. The dismissed member of staff may, by prior arrangement, choose to be accompanied by a single individual as listed in the section "Third Party Participation..." (below). Neither the member of staff dismissed nor his/her companion may access any area of the premises without the accompaniment of the manager or the manager's companion.

5. Grievance Procedure

Grievances are raised where members of Trinity Court's staff wish to bring their employer's attention to concerns or complaints about their working environment, managers, terms and conditions of employment, clients/customers, work-place relationships, etc.

Grievances may also be raised about the conduct of a manager during the grievance or disciplinary procedure itself (see below).

Informal Meeting

For speed of resolution it is preferable for all concerned that grievances are dealt with informally wherever possible. Ideally, the member of staff with the grievance (or a staff representative where a number of staff share the grievance) should arrange an informal meeting with one of Trinity Court's managers. The right to accompaniment applies to this meeting. The manager will not take detailed notes but will keep note of the key points of such an informal meeting. Any information collected throughout the grievance procedure will be kept and treated confidentially.

Outcomes of an Informal Meeting

There are four possible outcomes of an informal grievance meeting.

5. The grievance will be successfully addressed and resolved. If it is considered appropriate the manager will confirm the agreed actions in writing. This will, where possible, be within 10 working days of the informal meeting.
6. The manager is unable to resolve the situation. The manager will involve the proprietor who will arrange a formal grievance meeting with the member of staff concerned. If the grievance is against the proprietor, the manager may, at his discretion, seek the involvement of a third party for the purposes of arbitration. Should this be the case, the information in respect of "Third Party Participation during Disciplinary and Grievance Meetings" will apply.
7. The points raised during an informal grievance meeting appear to require further investigation. The manager leading the meeting will close the informal meeting and suggest that a formal meeting be convened, where possible, within 10 working days of the initial, informal meeting.
8. The manager will investigate the situation and liaise with the member of staff and seek to arrange a mutually convenient date and time for the situation to be reviewed.
9. Where the manager believes that the grounds for the grievance are insubstantial he/she may choose to disregard the case. Where this occurs a letter will be written explaining the decisions taken. This letter will highlight the right to appeal.

Formal Meeting

In addition to the reasons above, a formal grievance meeting may be convened where the member of staff expressing the grievance would prefer not to raise the matter informally. In this instance details of the grievance should be directed, in writing, to the Setting Leader. The Setting Leader will liaise with the member of staff involved and arrange a mutually convenient date and time that a formal meeting may be held.

If the grievance is against the Setting Leader the grievance should be communicated to the proprietor.

Outcomes of a Formal Meeting

There are two possible outcomes of a formal grievance meeting.

10. The grievance will be successfully addressed and resolved. If it is considered appropriate the manager/proprietor will confirm the agreed actions in writing. This will, where possible, be within 10 working days of the formal meeting.
11. Where the manager/proprietor believes that the grounds for the grievance are insubstantial he/she may choose to disregard the case. Where this occurs a letter will be written explaining the decisions taken. This letter will highlight the right to appeal and will be communicated within 10 working days of the formal meeting.

Grievance Appeals

Where the member of staff raising the grievance is not satisfied with the decision that has been taken at a grievance meeting he/she may choose to appeal.

Should this be the case the appeal should be directed, in writing, to the proprietor within 10 working days of the disputed decision being reached. On receipt of the appeal the matter will be dealt with via the appeals procedure (below).

Grievance about a Manager's Conduct during a Grievance or Disciplinary Procedure

It is possible that a member of staff may wish to raise a grievance about the behaviour of a manager during the course of a disciplinary/grievance case. Any such grievances should be directed, in writing, to the proprietor. This applies regardless of whether the proprietor is the subject of the grievance.

On receipt of such a grievance the proprietor may suspend the disciplinary/grievance procedure for a short period while the grievance is considered.

If the proprietor believes that the grievance is insubstantial that fact will be communicated to the member of staff in writing not more than 10 days from receipt of notification of the grievance. The original process will be resumed at the mutual convenience of the member of staff, companion (if applicable) and proprietor.

If the proprietor believes that the grievance has reasonable grounds he may, at his discretion, restart the process with a different manager. He may also give consideration to involving an impartial third party. Should this be the case, the information in respect of "Third Party Participation during Disciplinary and Grievance Meetings" will apply.

6. Third Party Participation during Disciplinary and Grievance Meetings

Right to accompaniment at Disciplinary and Grievance Meetings

Members of Trinity Court's staff may be accompanied when required or invited to attend a formal disciplinary hearing (including those where the issues raised are those of capability). They may also be accompanied during grievance hearings. To exercise this right the member of staff must make a written or verbal request to be accompanied. The companion may be a fellow worker, trade union official or partner/spouse.

The Companion

In order to support the member of staff concerned, the companion will be allowed to ask questions, take notes and participate as fully as possible in the meeting. Reasonable time will be available for the member of staff and companion to confer privately. This may be in the room where the meeting is taking place or outside. The companion will be allowed to address the hearing to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and confer with the employee during the hearing. The companion may not answer questions on the employee's behalf, address the hearing if the employee does not wish it or prevent Trinity Court's manager from explaining their case. There is no duty on an individual to accept a request to accompany a member of staff and no pressure should be brought to bear on a person if they do not wish to act as a companion.

Arranging a mutually convenient date, time and location

Trinity Court's managers will, wherever possible, attempt to liaise amicably with the member of staff to agree a mutually convenient location, date and time for the meeting. Under normal circumstances the location of the meeting will be the employee's normal place of work. To enhance privacy and confidentiality, where it is both possible and mutually acceptable, the meeting will be scheduled to occur outside the normal operating hours of the establishment.

Where the dates for a formal disciplinary meeting proposed by Trinity Court's managers are not suitable for the employee and/or companion, the member of staff involved may propose an alternative provided that this falls within 5 working days of the original dates suggested.

Alternative dates and times proposed by the member of staff will only be considered realistic if they are reasonable. Alternative dates would not be considered reasonable where it was known the relevant manager was going to be absent or engaged with some other activity or appointment.

Third Party Arbitration

In the event that relationships have broken down, Trinity Court's managers may, at their discretion, seek to involve external, impartial third parties to help arbitrate at a disciplinary, grievance or appeal meeting.

Such individuals may include members of regulatory authorities such as Ofsted, Social Services or the Education Department.

The decision to take this step will be confirmed in writing at least five working days before the date of the meeting. The member of staff may choose to refuse the presence of such an individual. Should this be the case, this refusal must be communicated, in writing, to the manager involved at least two working days before the date of the meeting.

7. Appeals against Disciplinary or Grievance Decisions

Following the outcome of a disciplinary or grievance decision, the member of staff concerned may wish to raise an appeal. The basis of this decision may be on a number of grounds which could include:

- Perceived unfairness of judgement(s) made.
- New evidence coming to light.
- Disagreement with the severity of any penalty imposed.
- Apparent/perceived procedural irregularities.

Where a member of staff wishes to raise an appeal for consideration this should be directed, in writing, to the proprietor within 10 working days of the disputed decision being communicated or received in writing (whichever is the later). On receiving notification of the appeal, the grounds upon which it is based will be considered. This will be used to decide the extent of any new investigation or re-hearing to investigate the case. The resultant actions will be one of the following:

12. If the grounds for appeal appear insubstantial, the appeal will be disregarded. The reasons for the decision will be given in writing and communicated to the member of staff within 10 working days of the original letter being received. In the absence of substantial new evidence emerging, this will constitute the final stage of the Trinity Court's appeal procedure and this fact will be communicated.
13. The original decision will be overturned without recourse to an appeal hearing.
14. An appeal hearing will be convened under the direction of the proprietor. A letter will be sent highlighting the nature of the appeal process, the possible outcomes of the hearing and the right that the employee has to be accompanied during the meeting.

Wherever possible, the proprietor will attempt to liaise amicably with the member of staff so that a mutually convenient location, date and time can be agreed. Under normal circumstances the location of the hearing will be the employee's place of work. Unless it is agreed that a later meeting would be preferable, the proprietor will make every effort to arrange the appeal hearing within 10 working days of the letter of appeal being received. The proprietor will give at least five days notice of the dates that he/she wishes to propose.

Where the dates proposed by the proprietor are not suitable for the employee and/or any companion, the member of staff involved may propose an alternative provided it falls within five working days of the original dates suggested. Alternative dates and times proposed by the member of staff will only be considered realistic if they are reasonable. Alternative dates would not be considered reasonable where it was known that the proprietor was due to be engaged with some other activity or appointment.

Where the appeal hearing uncovers new evidence the proprietor may, at his discretion, adjourn the meeting to allow for a period of investigation. The reason for the adjournment will be communicated to the member of staff. Dates will be arranged for the meeting to be reconvened as above.

The proprietor may, at his discretion seek to secure the involvement of independent arbitration. This will be in line with the sub-section "Third Party Arbitration" above.

Decisions following appeal

The member of staff involved will be informed of the results of the appeal and the reasons for the decision within five working days of the appeal hearing. This decision will be confirmed in writing. In the absence of substantial new evidence emerging, this will constitute the final stage of the Trinity Court's appeal procedure. This fact will be communicated to the member of staff in the correspondence.

ST04: BUILDING & MAINTAINING POSITIVE PROFESSIONAL RELATIONSHIPS AT WORK

Trinity Court's staff team is small. For the benefit of our children, their parents and our own wellbeing it is important that we develop and maintain positive professional relationships with our colleagues.

Sometimes friendships may develop at work and that is not discouraged. While positive relationships are important, it is essential to remember that when you are at Trinity Court your relationships with your colleagues must first and foremost be professional relationships.

You cannot choose your colleagues the same way you can choose your friends. Sometimes, of course, there may be disagreements between people at work. It is essential that the education and care offered to children of the establishment is not compromised by any discord.

This document is provided to help you maintain strong working relationships with your colleagues. It also describes what course of action managers may take if things go wrong. It is divided in the following sections:

1. Positive Professional Relationships.
2. Response to Conflict in the Workplace.
3. Bullying in the Workplace.
4. Using Trinity Court's Disciplinary & Grievance Procedure to help Manage Professional Relationships.

The information below is for members of staff and managers and it is important that all of Trinity Court's team take time to read it. Please note that the information is not relevant if there is a Child Protection Issue at stake. In this event Trinity Court's Safeguarding Children Procedure must be followed.

Positive Professional Relationships

Working relationships are best when your colleagues experience you in a way that strengthens their view of your professional abilities. When developing healthy, balanced working relationships you may find it helpful to consider the following:

- Develop a good awareness of your personal boundaries. Demonstrate that you are professional yet approachable.
- Focus on work while at work. At Trinity Court our job is to provide children with an environment that promotes good education and care. Do not talk about personal issues when children are present and limit your personal conversations with colleagues to breaks and time after hours.
- Avoid gossip. It is important to ensure that communication focuses on work related issues. If you are in a conversation that is developing into gossip it is best to remove yourself from the situation. It is easy to become involved in these discussions which typically result in someone being upset.
- Recognise our common goals. Agreeing with your colleagues that children's wellbeing is our primary responsibility is a good first step to eliminating distractions and reducing the likelihood of disharmony.
- Set a positive example. Your behaviour should let your colleagues know you are at work to work. By demonstrating this it will become evident that you take your position seriously. Your colleagues will be more likely to engage positively with you.

- Inevitably you will develop strong personal relationships with some of your colleagues. Think carefully before allowing these relationships to develop into friendships that may impact with your work role. Consistently setting and maintaining boundaries is essential in promoting a healthy work environment. The line may become blurred at times. Take care to reevaluate your professional relationships periodically to ensure they remain appropriate.

Response to Conflict in the Workplace

Conflicts between others

If you witness a personal conflict between two of your colleagues you should try not to take sides. When you are at Trinity Court it is your professional, not your personal opinion that is important. Do not allow your personal opinion of your colleagues to impact on your judgment. Becoming involved in someone else's dispute will almost certainly escalate the situation to the detriment of all involved. It is probably better to remain neutral and allow the aggrieved parties to resolve the conflict themselves.

Conflict involving you

If you are unfortunate, you may become involved directly in a conflict. People tend to respond to conflicts in one of four ways. It is likely you will be tempted to do one of the following:

1. Fight. You react in a challenging way which may mean shouting or losing your temper.
2. Flight. You turn your back on the issue and hope ignoring it will have it go away. This is a common reaction.
3. Freeze. You are not sure how to react and become very passive. You might begin to deal with the issue but things drift or become drawn out through indecision.
4. Face. The best method of resolving a work conflict is to address it in a clear, straightforward and sincere manner. Approach the issue in a calm and rational way with a planned approach.

Difficult as it may be, you should always try to face the situation constructively. The conflict is unlikely to disappear if you ignore it and it's equally unlikely to be resolved if you approach it by aggressive confrontation, manipulation, revenge, or other negative dominating behaviours. There are two possible courses of action you could take to face up to the situation.

1. If you feel it is appropriate you could speak directly and informally to the person you are having a disagreement with to try to resolve the situation. Do this at a time and place that will not compromise the quality of the care offered to the children and will not involve children, parents or colleagues unnecessarily in your dispute.
2. If you would rather not speak to the person you have the disagreement with you should raise the issue with a manager. You may be involved emotionally in the dispute but the points you raise with the manager should be statements of fact. The manager is likely to try and resolve the situation informally but if an informal resolution cannot be achieved they may choose to approach the situation more formally.

You should avoid involving your colleagues with the dispute since this will put them in a difficult position and their involvement is likely to make the situation worse.

Bullying in the Workplace

Bullying can be distressing and we hope you will never experience it at Trinity Court. Workplace bullying can appear in many different ways including the following:

- Being constantly criticised, having duties and responsibility taken away without good reason.
- Shouting, aggressive behaviour or threats.
- Being put down or made to feel like the butt of the jokes.
- Being persistently picked on in front of others or in private.
- Being constantly ignored, victimised and excluded regularly.
- Constantly mocking and attacking members of staff.
- Spreading malicious rumours about members of staff.
- Misuse of power or position to make someone feel uncomfortable or victimised.
- Blocking promotion or progress within the workplace.
- Making threats about job security without any basis or substance.

Bullying at work is not acceptable. It may not be easy to do but if you feel you (or a colleague) are being bullied you must raise the issue with a manager.

Trinity Court's Disciplinary & Grievance Procedure

Allowing relationships with colleagues (be they positive or negative) to interfere with your work role may be detrimental. It may result in your performance at work being below the level expected or it may result in the performance of others being affected. If professional relationships cannot be managed informally, Trinity Court's Disciplinary & Grievance Procedure may be helpful in resolving the situation.

- If you feel friendships between colleagues are preventing them from pulling their weight you should raise this as a formal or informal grievance with a manager.
- If you believe a conflict at work is having a negative impact on your work you should raise that with a manager as a formal or informal grievance.
- If a manager believes professional or personal relationships are affecting performance at work the manager may raise the issue with those involved.

In all cases the manager will probably try to resolve the situation informally. They may decide to approach the situation more formally if it seems appropriate. If that is necessary the situation will be considered in line with Trinity Court's Disciplinary & Grievance Procedure.

HS01: HEALTH AND SAFETY POLICY STATEMENT

Trinity Court is committed to taking all reasonable and practical steps to ensure the health, safety and welfare of all persons using the premises: this includes children, staff, parents and visitors of the establishment.

Ultimate responsibility for Health and Safety issues lies with the proprietor to whom queries or concerns should be directed:

Mark Shadforth
Business Manager
Trinity Court, Leek Road
Stockton Brook
Stoke on Trent, ST9 9NH

Additional information about Health and Safety matters is available from the Government's Health & Safety Executive website.

The business carries public and employee liability insurance. A copy of the insurance certificate is displayed in Trinity Court's office.

Health and Safety documents are as follows:

- Health and Safety Information for Staff
- Health & Safety Information for Parents (and Visitors)
- Security of Staff, Children and the Premises (Notes for Staff)
- General Hazards in the Operating Environment
- Food Handling and Kitchen Safety (for Members of Staff)
- Fire Evacuation & Risk Assessment (inc. Non-Specific Emergency Evacuation)
- Procedures for Cleaning and the Safe Storage and Handling of Chemicals
- Action in the Event of an Accident or Emergency (Notes for Staff)
- Off Site Excursions. (Notes for Staff)
- Risk Assessments

Risk assessments form a vital part of the health and safety policies. Trinity Court's risk assessment document highlights many general hazards and the steps that have been taken to minimise the risks that they pose. To develop a full understanding of the establishment's Health and Safety Policies they should be read in conjunction with the risk assessment document.

To ensure that Health and Safety procedures reflect hazards in the daily environment the policy documents are reviewed as circumstances change (new chemicals being introduced, new apparatus being acquired, etc.). In the absence of changing circumstances, the policy documentation and procedures are reviewed at the start of each academic year in September.

HS02: HEALTH AND SAFETY INFORMATION FOR STAFF

It is very important that members of staff are familiar with all of the information contained in the health and safety folder. The risk assessment documentation forms an important part of this information since it explains the rationale behind many of Trinity Court's daily procedures.

What responsibilities does the Establishment have to its staff?

Trinity Court (Moorland Nursery School & TC Club) is committed to providing a safe, secure, healthy and hygienic environment for all individuals associated with it.

- A health and safety law leaflet is available to all staff members. This gives information about health & safety issues (including details of the regulatory body that should be contacted if desired).
- Hazards throughout the building have been identified and labelled wherever possible. Notices draw attention to potentially hot surfaces, low ceilings, hot water, etc.
- Signs are available to identify areas where a slip hazard is present.
- Management are always available to discuss issues relating to health, hygiene or safety at work.
- Staff meetings may be used to address Health and Safety issues. This may be in the form of a formal agenda point or brought up for discussion in "Any Other Business".
- The fabric of the building is well maintained and members of staff will never be expected to work in any area of the building that is suspected of being unsound.
- Protective aprons and gloves are provided for changing nappies, handling first aid situations, etc.
- Protective clothing is available for staff members asked to handle chemicals recognised as having the potential to irritate or be hazardous to health.
- Staff will never be expected to put themselves at risk of physical harm during the course of their work. Money or property should never be defended in the event of robbery, theft or vandalism (or any attempts at these).
- Staff members will never be expected to physically intervene in a violent incident of any nature. It is more important that members of staff are physically fit to contact the emergency services, administer necessary first aid and give full attention to the children in their care.
- Training, information or supervision will be offered to new members of staff prior to their approaching a task involving an identified hazard.
- Training, information or supervision will be offered where a new hazard is identified.
- Training, information or supervision will be offered where an increased risk from an existing hazard is identified. This may be the result of new equipment, new procedures, etc.
- Staff will never be expected to lift, carry or manoeuvre objects (or children) beyond their physical capability to do so safely.

What responsibilities do members of Staff have?

- Our staff team are very often "the eyes and ears of the establishment". Staff are expected to be vigilant while at work (either on or off-site) drawing attention to any hazards or unacceptable risks identified.

- Although most of Trinity Court is on a single level, there are steps to the upper staff area and cellar. Members of staff should approach stairs with caution, ensuring that any loads carried do not obstruct vision or hinder movement/balance. Special attention should be paid to the change in level between the front and rear sections of the building.
- Staff members should alert children, colleagues or visitors to hazards if the risk of injury is perceived to be unacceptable (e.g. alerting first time visitors to the change in level between the front and rear sections of the building).
- Staff should acknowledge the limits of their knowledge and experience. Members of staff should draw to the management team's attention any concerns about their ability to achieve a given task safely.
- Members of staff should acknowledge the limits of their physical strength or ability. Staff members should draw the attention of the management to any concerns about their ability to safely achieve physically strenuous tasks (e.g. lifting children to change nappies).
- Staff members should draw the attention of the management to any Health and Safety issues that appear to have been overlooked. This might be a previously unidentified hazard (e.g. a broken piece of furniture) or an increased risk (e.g. relocation of a piece of furniture exposes a previously covered electrical socket).
- Staff should draw the attention of the management to any incident/occurrence that is considered to be dangerous.
- Staff members should draw the management's attention to any injury sustained to themselves during the course of work.
- Members of staff should alert a manager in good time if supplies of protective clothing or equipment are becoming depleted.
- Members of staff should take all reasonable and practical steps to help maintain a healthy, hygienic and safe environment for themselves, their colleagues, children, parents and visitors.

HS03: HEALTH & SAFETY INFORMATION FOR PARENTS (AND VISITORS)

Parents

In the context of this section “Parent” means mother, father or recognised legal guardian. “Carer” means any authorised person arriving at Trinity Court with the purpose of collecting/delivering children or visiting Trinity Court in connection with a child (including parents).

Please make this document available to all individuals expected to collect or deliver children on your behalf. Additional copies will be provided on request.

Security

The safety of our children, staff, parents, carers and premises is given high priority. The front and side entrances of the building have double door entry/exit. A comprehensive security system is installed (including “panic” alarm facility). Chimes are fitted to all external doors routinely used by the children.

The external doors of the building will normally be locked unless supervised. If the main entrance is unlocked and un-staffed the inner doors of the entrance hall will be secured by way of Chubb bolts. For security and general safety, many of Trinity Court’s internal doors have been glazed (with toughened glass). Additional internal glazing has been used extensively to allow visibility throughout the building. A weld-mesh fence separates the premises from the playing field. A gate to the field may be locked when not in use. Gates prevent children from leaving the hard-surfaced play area or accessing the upper garden.

When arriving please ring the door bell to gain the attention of a member of staff. If you are waiting in the entrance hall and another person arrives please do not admit them; please allow them to ring the bell and gain the attention of a member of staff. Please do not be offended if those waiting in the entrance hall refuse to admit you to the premises! As you leave the premises please take care to close doors and gates behind you.

If you feel that anybody in the vicinity of the school is behaving suspiciously please alert a member of staff immediately.

Collection of Children by Unfamiliar Individuals

Trinity Court’s staff will not dismiss a child to an individual who is not known to them or who has not been otherwise identified to them. Unless we receive instructions to the contrary we will assume that individuals named on a child’s contact list have authority to collect the child. Accordingly, we will release children to these individuals provided they are known to us (see below for further information about the contact list).

If you wish to appoint an unfamiliar individual to collect your child please draw that to our attention by telephone or in writing. Please give a brief description of the individual you are appointing and an indication of the time that they are likely to arrive. If the individual appointed is not known to the child please state that so that we can obtain more detailed information.

We do not promote the sole use of Passwords to verify authority to collect. We have concerns that a “collection system” relying solely on passwords could be exploited by anyone acquiring the password. If you wish to supply a password, we will be happy to use it in conjunction with a description of the individual (as above).

In the absence of instructions to the contrary we will assume that individuals granted authority to collect on one occasion have authority to collect in the future. If you wish to appoint an individual for a specific instance please make us aware of that.

Please do not be offended if members of staff make enquiries about an individual's identity or authority to collect a child.

Issues of Custody

It is vital that we are made aware of any legal restrictions served with the intention of preventing a particular individual from collecting a child. We may request a copy of any Court Order that has been made and may seek third party advice to clarify the content. In the absence of legal instructions to the contrary, Trinity Court's staff will release children any individual with parental responsibility.

We have an obligation to abide by court rulings with regard to custody arrangements. We will not willingly release a child to an individual against the terms of any legal restriction (provided that we have received written confirmation of the restriction) and urgent third party assistance will be sought if resultant confrontations cannot be resolved amicably.

For more detailed information in respect of custody issues please speak to the head teacher or proprietor.

Named Contacts (Information for parents)

If we are unable to make contact with you directly, we will assume your implied permission for any individual named in your Emergency Contact List to take responsibility for your child. Unless this list has been altered subsequently, it is comprised of the contacts that you named on your child's initial registration form. In the event of an accident or illness affecting your child, we will make every effort to contact you in the first instance. If we are unable to achieve success within a reasonable time we will contact individuals on the contact list to request support.

Please ensure your named emergency contacts remain willing to assist and that their details are up-to date. If you would like to check the accuracy of the details we hold, please mention that to a member of our office team.

Failure to collect a child

We are unable to provide care outside the times stated in our registration (07:45 – 17:45). In the event that a child is not collected at the expected time we will attempt to make contact with the child's parent(s) and, if unsuccessful, the named contact individuals for the child.

If, at the time the establishment is due to close, we have been unable to arrange collection by any of the child's appointed individuals we will approach a local social services department for advice. This may result in the child being taken into their care while the issue is resolved. If you arrive late for a child and the premises has been vacated please telephone your local social services duty team for further information. Contact details can be found with our Child Safeguarding Policy.

If you are intending to collect but are running late please make contact with us so that we avoid initiating further, unnecessary action.

"Accidents waiting to happen"

If you become aware of a hazard you feel poses an unacceptable risk please make your concern known to us as soon as possible. We appreciate constructive criticism (especially in matters of safety) and will take all reasonable steps to eliminate hazards or minimise the risks they pose.

Accidents & Existing Injuries

Trinity Court keeps a record of accidents (including knocks, bumps, grazes and falls) that occur while children are in our care. A record will be made even if there is no obvious physical injury as a result of the incident. If your child has had an accident while in our care we will inform you of the circumstances and the treatment applied when you arrive to collect him/her. We will ask you to read and sign the entry in the accident record book.

As part of our Child Protection policy we also keep a record of injuries that children have sustained outside our care. If your child has sustained such an injury please draw it to the attention of a member of Trinity Court's staff as you arrive. We will make a note of the injury and ask you to sign the record. This procedure has two important benefits:

- It allows our staff to give any necessary special attention to your child.
- If our recording is standard practice it allows us to gather information without drawing attention to specific individuals/circumstances.

All children are prone to accidents (and we are well aware of those who are particularly badly affected!). Please do not be concerned or offended by our policy.

If you have any concerns about injuries sustained while your child is in our care please speak directly to the Business Manager or Head Teacher. Your approach will be handled in strictest confidence. Alternatively, you can voice your concerns via the routes described in our policies for Safeguarding Children (Child Protection) or Complaints.

Allergies

It is extremely important that you inform us of all known allergies that affect your child. This includes food allergies, regardless of whether or not children are expected to eat or drink at Trinity Court. Please bear the following in mind:

- Drinks and snacks are consumed during the course of our nursery day.
- On occasions, treats will be given to children (e.g. to celebrate Christmas or a birthday).
- Children attending the nursery may be involved with simple cooking activities; tasting the end product is an important part of the process.
- In the absence of written instructions to the contrary, children will be provided with a lunch if a lunch box is not supplied or if its contents seem inedible.

Medical Incident/Emergency

If a child requires non-urgent medical treatment we will let you know. We will wait for you (or a named contact individual) to arrive and arrange necessary transport. If we are unable to make contact we may approach our local Social Services duty team for advice. We will not, under any circumstances, transport a child to a hospital, medical practice or paramedical post.

In the event of a medical emergency, we may feel it appropriate to contact a doctor, nurse or paramedic for assistance. We can only do this with your consent and our registration form requires that you make a decision in this respect. If you do not wish to give consent we will be unable to accommodate your child at Trinity Court.

If a child requires urgent medical attention we will contact the emergency services first. We will then make every possible effort to contact the child's parent(s) by telephone. If we fail to achieve this we will attempt to contact the additional individuals whose names and numbers were supplied on the registration form (or its subsequent amendments).

In the absence of a parent or named contact, a member of Trinity Court's staff will, where at all possible, accompany the child to hospital. Trinity Court's staff will not, under any circumstances, give consent for treatment, medication or procedures. We will assist medical (or administrative) staff by providing personal details on their request (see our Data Protection and Child Safeguarding Policies for additional information).

Accident/Incident Record

We keep a record of accidents and incidents involving children. Please refer to the information in the Health & Safety and Safeguarding Children (Child Protection) sections of this document.

Administration of Medication at Trinity Court

We may, at the request of a parent (or individual with parental responsibility), administer prescribed medication to children while they are at Trinity Court. Administration of medication is at the discretion of the head teacher.

If you wish us to administer medication you must complete one of Trinity Court's Medication Forms. You must sign the form for each occasion you wish the medication to be administered. e.g. if you wish the medication to be given three times during the day you must state the dose, date and time for each occasion. In this example, each of the three records must be signed.

In some cases children may require prescribed medication for treatment of an ongoing condition (e.g. for treatment of cystic fibrosis). In such circumstances we will accept a signed letter to avoid your repeated completion of a Medication Form. Any such letter must indicate all of the information included on our Medication Form: to avoid omissions please approach us for advice before composing any such letter.

Exclusion (for disease prevention)

We have a duty to safeguard the well being of children and staff of the establishment. Close contact occurs amongst children and between children and staff: illness can spread very quickly.

Where children have infectious or contagious complaints it is unfair to allow them to attend the establishment (for the sake of themselves, their peers and our staff). Please speak to a member of Trinity Court's management for details of "excludable" illnesses. As a guide, children must not attend Trinity Court where they show signs of the following:

- Fever
- Vomiting
- Diarrhoea
- Headache
- Sore throat
- Rash
- Uncontrolled infestation (including headlice)

Reporting Incidents

We have a responsibility to report occurrences of certain injuries and diseases to both RIDDOR and our regulatory authority (OFSTED). This may, where required, involve us divulging personal details of children affected. In certain circumstances (e.g. where there is concern of an epidemic) we may, as required by our Health Protection Agency, divulge details of additional non-symptomatic children on our roll.

Details

Please ensure that the following are up to date at all times:

- Primary contact details (parent or legal guardian)
- Details of additional individuals we may contact

- Name, address and telephone number of your child's Family Doctor
- Information about allergies
- Any other medical information which may be of significance

Fire/Emergency Evacuation

The following information is important – please read it carefully.

When children are transferred to our care they are entered in our Daily Register of Attendance. In the event of an emergency evacuation our staff and the emergency services will devote full attention to accounting for all children believed to be in our care. An innocent misunderstanding could lead to the loss of life of a child, a member of staff or a member of the rescue service.

Your child is in our care:

- once they have been acknowledged by a member of staff and brought in from the entrance hall at the start of the session.
- until they has been passed to you by a member of staff at the end of the session.

Your child is in your care:

- until they have been acknowledged by a member of staff and brought in from the entrance.
- after they have been passed to you by a member of staff on collection.

If the fire or security system is sounding when you arrive DO NOT enter the building under any circumstances. If you are delivering your child take him/her to the safest muster point (described below) and make your presence known to a member of staff. If you are due to collect your child allow Trinity Court's staff to supervise any evacuation that is in progress. Proceed alone to the safest muster point and make your presence known to a member of staff. You should not, under any circumstances, remove your child without the permission of a member of staff.

If the fire or security system begins to sound while you are on the premises please leave the building by the safest route and proceed to the safest available muster point. If your child is in your care take him/her with you and make your presence known to a member of staff. If your child is in Trinity Court's care allow our staff to supervise the evacuation. Exit the building via the safest route and proceed alone to the safest muster point.

The exits and associated muster points are as follows:

- Rainbow Room, external door. There are two possible evacuation routes & muster points from the Rainbow Room.
 - a) Access the playing field and muster at the fence by the car park. To minimise the risk of intruders accessing the premises via the field, the gate may be locked while the field is not in use. The key for the lock is hooked at the top left corner of the door frame and is easily accessed. This is the preferred exit where safe.
 - b) Leave the hard surfaced play area onto the path. Open the gate on the right (opposite the main door). Ascend slope to top play area / garden. Congregate in the garden.
- Front exit (Leek Road end). Ascend the main path to the car park. Congregate in the corner of the car park (near the field and garden).
- Children's Entrance Hall (side of building). Exit and open the external gate opposite. Ascend slope to top play area / garden. Congregate in the garden.

Fire drills are carried out regularly. We attempt to conduct these at times that will not inconvenience carers. To ensure that all children are aware of the procedures for emergency evacuation, drills may, occasionally, fall at delivery/collection times. Practices rarely last more than a few minutes and we would appreciate your assistance in allowing them to proceed uninterrupted.

We have a detailed document concerning fire risk assessment and evacuation procedure.

Note: The fire system is loud and should be easily distinguishable. If you would like to make yourself familiar with the sounder please mention that to us and we will arrange a mutually convenient date and time (probably outside the normal operating hours of the establishment).

Car Park Safety

Please ensure the safety of your children by supervising them carefully as they cross the car park. Please manoeuvre with caution. For the safety of yourself, your children and other motorists please do not park on the main road. There is additional information about car parking in the Parents' Policy pack; please read this carefully.

Lunch Boxes

We do not have the facility to refrigerate lunch boxes. These are stored in the children's entrance before use. An effort has been made to locate the lunch box rack away from sources of heat and in an area that receives limited sunlight. Please give attention to the storage requirements of the food that you provide.

Cleaning

Cleaning activities that may put children or visitors at risk are generally carried out towards the end of the day. Floors should not be wet when you arrive but in the event of spills or very wet weather there may be wet surfaces in the building. Notices will draw attention to any wet surfaces that we have identified. Please pay attention for slip hazards and make us aware of any that may have gone unnoticed.

Visitors

On the whole, visitors to Trinity Court arrive by appointment. A record is kept of individuals visiting or working on the premises (including the date and time), allowing account of them to be taken in the event of any emergency evacuation. Where visits are spontaneous, visitors are accompanied by a member of Trinity Court's staff at all times.

Emergency evacuation exits are clearly labelled and illuminated where appropriate. Members of staff will oversee the safe passage of visitors from the building.

Visitors are not expected to assist with an evacuation nor are they expected to take any responsibility for containing or controlling potential hazards (such as fire).

Visitors authorised to work on site unaccompanied should report to a member of staff on arrival and before leaving the premises.

HS04: SECURITY OF CHILDREN, STAFF AND PREMISES (NOTES FOR STAFF)

Doors

There are 3 potential accesses to the building (excepting forced entry).

- The external door to the Rainbow Room should be locked when not in use. This removes the risk that intruders might access the premises via that route.
- The front access to the building is of a double door type.

Daytime. As the establishment opens in the morning, the left hand of the outer doors must be unbolted to facilitate emergency evacuation and to allow visitors to access the porch. Since access to the porch is unrestricted, the solid inner doors are bolted to prevent further progress in to the building. A bell can be sounded from the porch so that visitors can gain attention. Please avoid exiting the building by this route unless a colleague is available to bolt the door behind you immediately.

Evening. As the establishment closes both the inner and outer front doors should be bolted to maximise security of the building during the night.

- Side Door (main entrance). This access requires a key to enter.

Daytime. The main door is locked by way of a key operated latch. A bell can be sounded so that visitors can attract attention. If the main door is unlocked and un-manned the internal doors from the entrance hall must be secured by way of Chubb bolts.

Evening. The main door is locked by way of a 3 point lock as the last member of staff leaves the premises.

CCTV

The external perimeter of the building is monitored by CCTV. For safety and security, cameras monitor the entrances/exits.

Windows

Window locks are fitted to all opening windows.

Alarm System

Trinity Court is protected by a security system. Some important additional details are available in the Staff Induction Booklet.

Chimes are fitted to the external doors that are routinely used by children.

External Security

External security has been set by balancing cost, safety and practicality. Total security of the exterior of the premises would be financially unviable, unsightly and pose hazards in its own right (e.g. queues of vehicles on the main road awaiting admission by the armed security guard!). Bearing the risks in mind, total enclosure of the premises is considered to be unnecessary.

The sections of Trinity Court that are exposed to Endon High School's playing field are secured by way of a 1.8m post and weld fence. Our access to the field is gained via a gate which may be locked while not in use (see Fire Evacuation and Risk Assessment for important additional information).

A low wall separates Trinity Court from the main road, the height of which being decided by balancing security with visibility & traffic safety. The pedestrian access has a gate to help keep children safe children. Attention should be given to ensuring that this is closed when not in use.

A low chain link fence and “living boundary” separates Trinity Court’s sensory garden from the car park. A gate separates the hard surface play area from the walkway at the side of the building. A gate separates the main walkway from the path ascending to the garden.

Trinity Court’s front garden adjoins a residential neighbour. This boundary is approximately 5m in length and is made by way of a low wall and “living boundary”.

Collection of Children

Parents are given information in relation to collection of their children.

Children must never be dismissed to an individual who is not authorised to collect them. If instructions are received via the office the details of these will be communicated to members of staff. In the absence of instructions to the contrary, we assume that individuals granted authority to collect on one occasion have authority to collect in the future. We ask parents that they advise us if they wish to appoint an individual for a specific instance only.

Emergency Contact List. Unless we receive instructions to the contrary, we assume that individuals named on a child’s Emergency Contact List have authority to collect the child. Accordingly, we will release children to these individuals provided they are known to us. Details of these individuals are held on the computer and on paper (in the hall).

Unfamiliar Individuals. Parents appointing unfamiliar individuals to collect children are asked to draw that to our attention by telephone or in writing. They are asked to give a description of the individual appointed and an indication of the time that they are likely to arrive. If the individual appointed is not known to the child it is important that we obtain more detailed information.

Although it may be embarrassing for staff and “collectors”, it is preferable that security is too tight (rather than too lax). If you have any concerns about the identity or authority of the individual collecting please make enquiries. If necessary speak to other members of staff, a member of the management or one of the parents of the child.

Passwords. We have concerns that a collection system relying on passwords could be exploited and don’t promote the sole use of passwords to verify authority to collect. However, if a parent wishes to supply a password, we can use it in conjunction with a description.

Issues of Custody. In the absence of legal instructions to the contrary, we are obliged to release children to those with parental responsibility.

We must not willingly release a child to an individual against the terms of any legal restriction. Any court ruling that the establishment becomes aware of will be communicated to members of staff in detail. Should an unauthorised individual arrive, every effort should be made to avoid admitting the individual. If necessary the police should be involved (on a 999 emergency call) and the severity of the situation described to them.

If an unauthorised individual gains admission, every effort should be made to resolve disputes amicably, seeking assistance from colleagues as necessary. If necessary the panic alarm should be triggered and the police involved. It is essential that members of staff do not intervene physically in any dispute. Additional details are contained in “Abduction of a Child” below.

Failure to collect a child. In the event that a child is not collected at the expected time, an attempt should be made to contact the child's main carer(s) and, if unsuccessful, one of the named emergency contact individuals for the child.

If, at the time the establishment is due to close, you have been unable to arrange collection by any of the child's appointed individuals you should approach social services for advice. This may result in the child being taken into their care while the issue is resolved. Contact telephone numbers are available with the Safeguarding Children Policy..

If a child is present beyond the closing time of the establishment it is important that at least two members of staff are in attendance until the point that assistance arrives. Children should not, under any circumstances (no matter how well intentioned), be taken home by a member of staff. This raises issues of transport consent, vehicular insurance and the possibility that false allegations of abuse may arise.

Abduction

Provided that Trinity Court's security protocols (above) have been followed there is a very low risk that an intruder will access the premises. If the intruder attempts with sufficient determination, any security provision is at risk of being defeated. In the event that security is breached, a worst case scenario is that a child may be abducted.

Prior to the abduction attempt, every effort should be made to de-fuse the situation by way of discussion. If appropriate under the circumstances, the panic alarm should be activated and the police called.

Should an abduction attempt be successful, it is vital that members of staff do not intervene physically. This may result in serious injury and jeopardise our ability to manage the subsequent situation effectively. Information about the incident should be committed to paper immediately. A description of the abductor(s) should be written. This should address age, height, hair colour, eye colour, distinguishing features, clothing, etc. The direction of escape should be determined if at all possible. If the abductor leaves by car the make, model, colour and registration number should be noted if possible.

The policy for action in the event of a major incident should then be followed.

Violent Assault

An assault is likely to develop from an aggressive or emotional confrontation. If an assault is anticipated, every effort should be made to de-fuse the situation. An attempt should be made to remove the aggressor from the situation where the conflict began. A place should be found that is quiet but not out of earshot of another member of staff. The matter should be approached calmly and any reasonable demands should be met in order to de-fuse the situation.

It is essential that the safety of staff and children is maintained if a physical assault occurs. The attacker should not be contained, restrained, provoked or pursued. Children and staff should be removed from the situation if that is possible. The police should be called and the panic alarm activated if appropriate. Information about the incident should be committed to paper (as above) and the policy for action in the event of a major incident followed.

Robbery, Vandalism or Theft

Money or property should never be defended in the event of robbery, theft or vandalism (or any attempt at these).

Members of staff should accede to any reasonable demands made by the aggressor. This will reduce the risk of physical injury and help draw the incident to a quick conclusion. No attempt should be made to contain, restrain, provoke or pursue the assailant. Provided that the incident appears to be drawing to a quick conclusion, the alarm should not be sounded. Once the person responsible has left the premises the police should be involved and details of the incident committed to paper as soon as possible.

If, despite all attempts at a peaceful conclusion, the incident culminates in violence, the procedure for violent assault should be followed.

Registers

Attendance registers are used to keep a detailed record of children on the premise at any particular time. It is important that registers are completed quickly and carefully when children arrive or depart. They should be completed in ink, not pencil. The registers are the responsibility of the senior member of staff on the premise and, when not in use are stored in the vestibule (the most central point of the facility).

Visitors

Visitors arriving at the premises should be accompanied by a member of staff at all times unless they have arrived by prior appointment, with authorisation and with appropriate identification. This prevents unsupervised contact with children and allows staff to provide assistance during any emergency evacuation.

If visitors (such as workmen) are to be left alone they should be briefed on the emergency evacuation procedure and asked to report to a member of staff when they arrive or leave the premises. Security arrangements (such as securing the building on exit) should be communicated.

Under no circumstances should any visitor be left unaccompanied with children.

Security of Data

The business is a registered keeper of information under the terms of the Data Protection Act. The office door is locked while the premises is unoccupied in order to keep nursery school records secure. Additional records are stored in lockable steel cabinets. The premises is alarmed while unoccupied.

Members of staff are expected to help keep information secure. Information may not be used for any purpose not connected with the business nor must it be divulged to any third party without the prior consent of the data subjects themselves.

Telephone

Trinity Court operates a cordless digital telephone system to facilitate communication within the building. The system is dependent upon mains electricity to operate and should not be relied upon during an emergency. A fixed phone is located centrally (in the vestibule adjoining the children's entrance). This is an internet connected device and may not function in a power outage. A mobile phone may be required to make emergency calls during a power cut.

HS05: GENERAL HAZARDS IN THE OPERATING ENVIRONMENT

The information listed below is not an exhaustive treatment. To gain a full appreciation of the procedures for minimising hazards in the operating environment the section should be read in conjunction with the following (written and implicit) information: operating policies, other health and safety policies, staff induction information, job descriptions, parent's induction information. A level of awareness and common sense is also expected from staff, parents and visitors to the establishment.

Input Encouraged by Children

From the outset children are educated to begin to assume responsibility for their own health and safety. Children are encouraged to contribute to good health and safety practice by way of the following:

- Children display good practices of toileting.
- Children are encouraged to wash hands after using the toilet and before consuming food or drinks.
- Children wear soft rubber soled shoes while inside the building. This helps avoid slips and minimises injury where fingers are accidentally stepped on.
- Children are encouraged to sit calmly with limbs out of the way of other children or thoroughfares.
- Children are encouraged to avoid running other than as part of a structured activity.
- Children are trained to stop activities on request, to listen and to respond to instructions.
- Children are encouraged to maintain a tidy and safe environment. Toys are cleared away after use and chairs are pushed under tables when not in use.

Input Provided by the Establishment

- Policies relating to good and essential practices in health, safety and hygiene are clearly communicated to staff and parents.
- The fabric of the building is maintained in good condition.
- The security system and fire system is maintained.
- Adequate lighting and heating are provided to ensure a comfortable environment for staff, children and visitors.
- Adequate toileting and washing facilities are provided for children and staff.
- Foodstuffs provided are believed to be of good quality and processes for the safe preparation and storage of these are in place and well communicated to staff.
- Access to obvious hazards are controlled by way of gates, barriers, etc. (or by removal of the hazard).
- Equipment supplied is believed to be safe for use in the establishment.
- Immediate action is taken to minimise the risks from any hazards that are identified.
- Parents are informed if there is a known risk of infection or infestation.

Input Expected from Staff

- Children must be supervised at all times. Staff should, at the very least, be within sight or hearing of all children in their care.

- Members of staff must be vigilant to prevent accidents. Accidents which do occur should be managed in accordance with the policy for Action in the Event of an Accident or Emergency.
- Staff should not administer medications to children without signed parental consent and the agreement of the Head Teacher.
- Staff are expected to follow good practice for food handling, hygiene and cleanliness and lead by example when educating children.
- Members of staff should wear clothing suitable for providing a safe and healthy environment for children, colleagues, parents and visitors. Trailing garments should not be worn, nor should high heels or other footwear that might cause unreasonable injury.
- Staff train children to respond to a request to stop what they are doing and pay attention. This forms the initial step for all safety procedures and it is therefore practised daily. Praise is always given when successfully executed and the children learn to respond immediately. All staff must be familiar with methods for achieving children's attention.
- Staff must be aware of potential hazards within the environment for children, parents, visitors and themselves (e.g. doors, corners, steps, wet floors etc.). Staff should report any hazards observed in the equipment or fabric of the building.
- Walkways should always be kept clear to prevent slips or trips and to facilitate emergency evacuation where necessary.
- Electrical equipment should be used with care. Attention should be given to trailing leads on portable equipment and to electrical sockets which are in use and exposed.

Input Expected from Parents

- To prevent cross infection, children with known communicable diseases should not attend during the infectious phase of the illness.
- Parents are expected to supply soft indoor footwear (e.g. pumps).
- Parents should provide suitable foodstuffs in packed lunch boxes for storage in the area available.
- In the interest of hygiene, parents should provide a change of clothing for their children (and nappies where appropriate).
- Clothing and equipment appropriate for the relevant weather conditions should be supplied. Sunscreen and/or protective clothing should be available for the Summer and a warm coat should be available during winter months.
- Parents should report any hazard that they feel poses an undue risk of injury.

HS06: FOOD HANDLING AND KITCHEN SAFETY (FOR MEMBERS OF STAFF)

Even if it is something as simple as providing milk and biscuits for the children, you are likely to need to prepare and serve food during the course of your work at Trinity Court. There are many hazards to be aware of when preparing and handling food. If you follow the good practices below you will minimise the risk that these hazards pose to the children:

There are 3 main types of food related hazard. These are Biological, Chemical and Physical.

Biological Hazards

Biological hazards occur when food is contaminated by bacteria, viruses or fungi. Collectively, these “bugs” are called microbes. Microbes can multiply very rapidly if they have a source of food and if the conditions are warm and moist. They can be spread very easily from hands and from contaminated utensils or surfaces. They are not visible to the naked eye and, if they are present in food or drink, they can cause people to become ill. This poisoning may be the result of eating the microbes themselves or by eating the chemical toxins (poisons) that they have produced.

There are 4 areas of good practice that minimise the risks posed by biological hazards. These “4 Cs” are Cleaning, Cooking, Chilling and Cross-contamination. It is essential that you follow the procedures below while preparing or serving any kind of food or drink:

Cleaning

A cleaning checklist is used to help promote and maintain hygiene in the kitchen. This indicates cleaning tasks that should be completed at least daily and at least weekly. As a small team we all share responsibility for keeping our premises clean and our children safe. In addition to completing the checklist please:

- Use the hand-wash basin in the kitchen to wash your hands thoroughly before you handle utensils or start preparing food.

Wet your hands then put a squirt of antibacterial liquid soap in to one of your palms. Rub it all over your hands making sure that you clean your thumbs and the areas between your fingers. Rinse your hands in water and dry them on a disposable towel. If done properly, this process should take about 20 seconds.

Wash your hands again if you leave the kitchen, use the toilet, blow your nose, use the telephone or change between handling cooked food and uncooked food (or vice versa).

- Wear a clean apron or other form of protective garment. This will reduce the risk of microbes on your clothes from coming in to contact with food, drink or surfaces.
- Keep all of the surfaces in the kitchen clean before, during and after use. The most important surfaces are the bench tops and sinks but the floors, walls, cupboards, drawers, kitchen door and handles should be cleaned regularly too. The cleaning products for use in the kitchen are stored in the kitchen. You should read the instructions printed on cleaning product labels before using them for the first time. If any of the products run out, fresh stocks can be found in the cleaning cupboard.

Work surfaces must be cleaned and sanitized before and after food is prepared. If there are any deposits or tough stains, scrape them off or remove them with cream cleanser and a clean cloth.

Kitchen Sanitizer is effective at removing grease and destroying microbes. Spray work surfaces with sanitizer, leave for a few seconds and wipe thoroughly with a clean cloth. Repeat the procedure if required.

Damp cloths and tea-towels can be a good breeding ground for microbes. After you have used a cloth wash it thoroughly in hot water, wring it out and leave it to dry. If a towel becomes excessively wet or soiled, discard it and use a fresh one from the linen drawer. Cloths and towels should be changed on a daily basis at least.

- Sinks and taps should be cleaned and sanitized regularly. The different sinks are intended for different purposes and are labelled as such. Please don't use the sinks as storage areas for items to be washed up.
 - i. The right hand stainless-steel sink should be used for the preparation of foodstuffs which may be contaminated. This is labelled "Preparation of Foodstuffs".
 - ii. The left hand stainless-steel sink should be used to wash up crockery, cutlery and implements. This is labelled "Washing Up".
 - iii. The ceramic hand-wash-basin should be used for the washing of hands. This is labelled "Hand Washing Only!".
- The kitchen appliances must be kept clean. Kitchen sanitizer should be used to clean the fridge, freezer, microwave oven, mini-ovens, kettle, toaster and dishwasher. Ensure that the ovens, toaster, and kettle are switched off and cool before you attempt to clean them!

Attention should be paid to the outer surfaces of all of the appliances. It is important to clean handles, buttons and controls. Because these are often in contact with people's hands they have a high chance of carrying microbes.

Attention should be paid to cleaning the inside of the fridge, freezer, microwave and ovens. Do not attempt to clean the inside of the kettle or the toaster! You should, however, empty the crumb tray of the toaster periodically. This will minimise the risk of contamination or fire.

Appliances should be moved periodically so that the surfaces beneath them may be thoroughly cleaned. As you are cleaning electrical appliances it is a good idea to carry out visual safety inspections for electrical hazards, fire hazards, broken panels, etc. (see Risk Assessment in the Health & Safety document). If you are concerned about the safety of any of the appliances please report your concerns immediately to the management or to your supervisor.

- Practices for waste disposal must be hygienic. The lid of the bin should be cleaned and sanitized regularly. The inside of the bin should be cleaned periodically using kitchen sanitizer. A liner should be used with the bin and waste food should be wrapped before it is put in the bin. This prevents food from seeping to the bottom of the bin where microbes might thrive. The kitchen bin should be emptied at least daily, always after the lunch service.
- Washing-up. The dishwasher is a good appliance for cleaning and sterilising cups, crockery, cutlery, chopping boards, tin-openers and other utensils. The water is heated to a higher temperature than would be tolerable if washing-up was done by hand. In addition, the chemical components of dishwasher detergent are good at degreasing and at disinfecting. For safety, such harsh chemicals cannot be used in washing-up liquid (e.g. Fairy Liquid). For the dishwasher to do its job effectively the following must be observed:

- Remove and clean the water filter daily at least.
- Scrape excess food from plates cutlery and utensils before putting them in the machine.
- Drain grease or fat from cooking trays, wiping any excess with disposable kitchen towel.
- Allow space between objects so that water can circulate effectively.
- Ensure the rotors are not obstructed.
- Do not block the water nozzle at the top of the machine.
- Place the children's plastic cups "bottom-up" on the top rack. Water is directed at these from below the rack. Cups should be secured with other items so they do not upturn with the force of the water directed at them.

Water jugs, draining racks, bowls and other bulky objects should be washed in the dishwasher periodically. Take care that they do not to interfere with the operation of the rotors or water nozzle.

A more complete guide to using the dishwasher can be found at the end of this document and on the front of the machine itself.

- If you wash up by hand you should use the left hand stainless-steel sink. Use a fresh cloth or rinse the cloth well in hot water before you begin. Fill the sink with hot water with a squirt of washing-up liquid. Wash the least dirty items, such as cups & glasses, first. Leave the cleaned items on the drainer to dry naturally or use a clean tea-towel to dry them. Rinse the cloth after you have finished and leave it to dry. Open out the tea towel and leave it somewhere to dry.

Cooking

- We have made an effort to minimise many of the risks presented by cooking hazards. We avoid preparing meat dishes from raw ingredients. All of the meat based items on the menu are factory produced before being cooked frozen. This does not mean that there are no hazards – it is important that the food manufacturers' instructions and the procedures below are followed carefully to minimise the risks that they pose.
- When preparing meats, vegetables, potatoes, etc. that have not been cooked it is essential that they are heated properly. Foods must reach a high temperature in order to destroy microbes that may be present.

It is vital that a high temperature is reached in all parts of the food. If some parts of the food do not reach a high enough temperature the any microbes in the food have chance to survive and thrive. Heating food right through is very important.

When using ovens/grills there is a risk that the outer surfaces of the food will become very hot while the centre remains cool. Foods will appear to be well cooked but will not be thoroughly heated through. This risk is especially high when cooking items from frozen. To minimize this it is best to cook items for a longer period of time on a lower heat. Do not use a high heat for a short time.

When using the microwave oven the same risk applies. In addition, microwave ovens can generate hot spots in the food that they cook. Some parts of the food can become extremely hot while others are not heated properly at all. As with the grill, it is best to cook with a lower power setting for a longer period of time. This gives time for the temperature to equalise within the food. Another way of helping to reduce hot-spots is to stir foods when

they are taken out of the microwave oven (where possible). Once they have been stirred, foods should be allowed to stand for 2 minutes so that the temperature can equalise.

- It is difficult to tell whether food is cooked through by looking at it, especially when the food is something like a pie. For this reason, a probe thermometer is available in the kitchen. You should use this tool to make sure that foods have reached a high enough temperature to destroy microbes. The probe should be cleaned before and after each use. Spray sanitizer on to a clean cloth and wipe the metal part of the probe. Do not put the probe under water at any time.

To use the probe, the food should be removed from the cooking appliance first. The tip of the probe should then be placed in the coolest part of the food to be tested. Use trial and error but this is likely to be the centre of the food. You can be confident that microbes have been destroyed if the food has reached 75°C and held that temperature for 30 seconds.

Do not put the probe in the microwave oven, mini-oven or under the grill! You could, however, do the following: take the food from the appliance, test it to make sure that it has reached one of the temperatures above, put the food back in the appliance for the appropriate time, remove the food from the appliance and re-test the food. If the food has held (or increased) its temperature it is cooked safely. When using the microwave oven it is important that the food has been stirred (if appropriate) then allowed to stand for 2 minutes before testing.

- When heating food that has already been cooked in a factory we do not have any knowledge about how the food has been prepared, cooked, chilled or stored. Strict rules apply to food manufacturers and we can probably assume that it has been produced hygienically. It is, however, possible that the food has been contaminated by microbes in the factory or in the kitchen at Trinity Court. To minimise the risk that children might be poisoned it is vital that food is heated thoroughly. Read the manufacturer's guidance on the packet and follow the same steps as if you were preparing uncooked food (including temperature probing).
- If you have heated food once do not allow it to cool and be reheated at a later date or time. That food must be eaten immediately or it must be thrown away.

By law we are allowed to keep food hot and serve it later. So long as it is not kept hot for more than 2 hours before serving, the food may be kept at a temperature below 63°C. If the food is to be kept hot for longer than 2 hours we must never allow the temperature to drop below 63°C.

Despite these rules, try not to allow hot food to stand for more than a few minutes. If food is served straight away the risks of food poisoning become lower. This makes the food safer for the children to eat.

Chilling

There are important regulations that apply to businesses that cook food then chill it before sale. Because we do not reheat food once we have cooked it there are few hazards that we need to be aware of. This does not mean that there are no hazards and there are good practices that must be observed to minimise the risk of food-poisoning.

The hazards that apply to the nursery school are those of storage in the refrigerator or freezer. It is essential that foods are stored at the correct temperature and for the correct period of time. This minimises the risk that microbes will multiply on/in the food and cause food-poisoning.

- The temperature of the coldest part of the fridge should not be below 0°C or above 4°C. The temperature of the freezer should not be warmer than -18°C. There is no lower limit for the temperature of the freezer. For energy efficiency, try not to run the freezer colder than 22°C below zero. Please record the temperatures each day on the checklist.
- Pay attention to use-by dates on foods in the fridge and freezer. Stock should be used in reverse date order. This means that the items that will reach their use-by dates first should be used first. If you are preparing lunch, please record use-by dates on the record sheets.
- Food that is bought frozen should be placed in the freezer as soon as it arrives at Trinity Court. If it is to be kept for longer than 24 hours it must not be allowed to defrost.

Once food has been defrosted (deliberately or accidentally) it must be used within 24 hours or it must be thrown away. If the food is to be used within the next 24 hours it may be allowed to defrost but it must not be allowed to reach a temperature above 8°C. The best way of achieving this is to move the food to the fridge.

- Chilled food (including milk) should be placed in the fridge as soon as it arrives at Trinity Court. Once it has been taken out of the fridge the food will begin to warm up. Once it has reached a temperature above 8°C it should be cooked and served immediately or it should be thrown away.

If chilled food is to be frozen it should be placed in the freezer as soon as it arrives at Trinity Court. Read the manufacturer's guidance about freezing. Attach a label to the packet indicating the date by which it must be used.

- Do not overload the fridge or the freezer. If there is too much food stored in the appliance then cold air will not be able to circulate properly. This increases the risk that the foods may not be stored at the correct temperature.

Cross contamination

Cross-contamination occurs when microbes from one object are transferred to another. This may be from one food to another, from a utensil/surface to some food, from food to your hands, etc.

One of the main ways of preventing cross contamination is by using good cleaning practices. If the cleaning practices described above are followed carefully, there is a very low risk that foods will become contaminated.

- Try to keep raw and cooked foods separate in the kitchen. If they must be kept near to each other they should be covered with a lid or wrapped in cling-film or foil.
- Raw and cooked foods must be kept separate in the fridge. Place raw foods (such as sausages that have not been cooked) at the bottom of the fridge. Place cooked foods or foods that do not require cooking (e.g. fruit or chocolate cake) above. This, for example, prevents any juices from the sausages from dripping on the cake.
- If you change from preparing cooked food to preparing uncooked food (or the other way around) you should sanitize the surfaces where you are working and wash your hands. You should try to use a different chopping board & different set of utensils. If it is not possible you must wash the board and utensils thoroughly between the change. Chopping boards are colour coded to help reduce cross contamination. Please observe the following codes:
 - White: Bread, cake and dairy
 - Yellow: Cooked meats and fish

- Green: Fruits and vegetables.
- If you are feeling ill you might contaminate the food or the surfaces that you are in contact with. You should speak to a member of the management team before preparing food. If you have diarrhoea or vomiting, skin infections, cuts or sores on your hands, etc. you must not prepare any food. If you cough, sneeze or spit in to food that you are preparing it must be thrown away. If you cough, sneeze or spit on work surfaces they must be sanitized immediately.
- Do not re-use pieces of cling-film, aluminium foil or disposable towels. Throw them away as soon as you have finished using them for the first time.

Chemical Hazards

Chemical hazards occur when chemicals come in to contact with food. If the chemical is poisonous then the people eating the food may become ill. The chemical may make them become ill very suddenly (acutely ill) or it may do slow damage that cannot be undone. This section should be read in conjunction with that entitled "Procedures for Cleaning and the Safe Storage and Handling of Chemicals".

- In Trinity Court's kitchen the chemical hazards that pose the highest risk are the cleaning products that we use. It is very important that you make yourself familiar with the information written on the packets of cleaning products and follow the manufacturer's instructions.
- Remove food and utensils from surfaces that you are cleaning. Once you have cleaned a surface it should be allowed to dry before you allow food to come in to contact with it. Ensure that all traces of cream cleanser are removed from surfaces after use.
- Unless it is in the process of being cooked, food should be kept covered at all times. This can be in the original container, with plastic (e.g. cling-film), foil or ceramic.
- Ensure that foods are removed before using dishwasher powder. If you accidentally spill dishwasher power on to a surface it should be cleared up immediately. Wear rubber gloves as you do this, sweeping up the powder and wiping the surface thoroughly with a damp cloth. Rinse the cloth well after use.
- Do not store food in opened tin cans. Once the tin has been opened the metal can react with the air to form poisonous chemicals. Always transfer the contents of the can to a suitable glass, plastic or ceramic container before storing in the fridge.
- You must never transfer a chemical such as a cleaner to a different container. The container that the cleaner came in has information about the chemical, instructions about how to use it and information about what to do in an emergency. If a chemical is stored in the wrong container the results could be dangerous.
- If you believe that any food has become contaminated with a chemical (no matter how much) it must be thrown away.

Physical Hazards

Physical hazards occur when objects that cannot be eaten come in to contact with food. These objects may carry disease (e.g. flies) or they may pose a risk of injury (e.g. metal or broken glass).

- Visually inspect the factory produced food that you prepare. Make sure that there are no obvious physical hazards contained within the packets, tins or the food itself. If you become aware of a hazard do not use the food affected. Do not throw the food or the

packet away – show it to a member of the management team as soon as possible in case a complaint needs to be made.

- Unless it is in the process of being cooked, food should be kept covered at all times to prevent objects coming in to contact with it. This can be in the original container, with plastic (e.g. cling-film), foil or ceramic.
- If you accidentally break a glass or ceramic object near to food then the food should be thrown away if there is any risk of contamination. Make sure that work surfaces are clear of pieces of the broken object before carrying out any further preparation of foods.

Additional practices that should be followed:

- Pay close attention to use-by dates on all of the provisions stored in cupboards. Throw away any stock that is out of date. Stock cupboards so that the oldest items are nearest the front: use them in appropriate date order.
- Fresh vegetables or fruits should be peeled or washed in the right hand sink before they are served.
- If sealed packages appear to be damaged do not use the food. Do not throw the package away - show it to a member of the management team.
- Do not use any food that you think may not be suitable for consumption. Do not throw the package away - show it to a member of the management team.
- Your safety in the kitchen, along with that of your colleagues, is important! Beware of surfaces in the kitchen that may be hot to touch. These include the mini-ovens and toasters. Do not leave wood, paper or plastic objects on top of these surfaces even if the appliances are cool or turned off. Such items could melt or cause a fire risk if the appliance is heated up later on.
- To minimise the risk of fire in the building keep the kitchen door closed.
- The kitchen is small. The door opens inwards and there is no glass inspection panel. There is a risk that somebody standing in the path of the kitchen door could be injured as it opens. Unless you are certain that there is nobody inside the kitchen please minimise the risk of injury by knocking on the door before you enter. If you are in the kitchen and the door is knocked, alert the person who is coming in if you are in the way of the door.
- Beware of hot liquids and foods when removing them from a cooking appliance. Use oven gloves as appropriate. Be cautious as you stir hot liquids from the microwave oven. Sometimes hot-spots can develop at the bottom of the container. If the liquid in the hot-spot is above the boiling point of the liquid it can erupt when disturbed (although this is rare).
- Maintain a tidy environment in the kitchen to help ensure safe operation. Tidy and clean up immediately after meals are completed.
- Speak to a member of the management team if you become aware of any dangerous occurrence, hazard or risk that concerns you.
- Finally (and most importantly) if there are any aspects of food preparation, food safety or general kitchen safety that you are unsure about please ask before you act!

HS07: FIRE RISK ASSESSMENT & EMERGENCY EVACUATION

Below is our fire risk assessment, the steps we have taken to mitigate the risks identified and the action to be taken in the event of a fire being detected.

Fire Hazards

Our nursery building is occupied and used only for providing early years education and childcare during week-day working hours. The building has no other function. Fire hazards are reviewed regularly and an ongoing effort is made to minimise them.

Ignition

Sources of ignition are mainly electrical. Naked flames are used very rarely, normally only to light candles during adult supervised celebrations of children's birthdays.

Electrical heating is limited to two 10L water heaters: one is in the kitchen, the second in children's bathroom. The building's heating is provided centrally by way of two gas fired boilers located in the mid-point of the premises. Lighting is electrical, almost entirely by way of LED or fluorescent tubes. Lights are low temperature (compared with incandescent lighting) but drivers & control gear generate heat and pose an ignition risk.

Limited cooking occurs within the kitchen area of the building. All appliances are electrical. Ovens and toasters are potential sources of ignition. Unattended appliances include fridge, freezer, computers, printers, routers & wireless access points, cordless telephones, fire & security alarm, CCTV, UPS (power supplies) and a dehumidifier. All function continuously.

Arson is a potential source of ignition.

Fuel

With limited exception, the building has a suspended timber floor throughout. This is covered in a combination of carpet tile and vinyl. Some areas of the premises have partially timber clad walls and a timber clad roof.

Paper and fabric is stored and used in various areas of the building. Children's displays are mainly paper & fabric based. Limited quantities of foam and PU craft materials are stored. In addition to office paper, paper products are stored and used for janitorial purposes (hand towels).

Furniture is constructed from combinations of wood, plastic and metal. Foam cushions and mats are fire rated. Toys and their storage containers are potential fuel. Spare children's clothes and dressing up resources are stored throughout the building. Children's coats and bags are stored centrally in the main entrance.

Petrol is not stored. Very limited quantities of solvent based paint & adhesives are stored. All other paints and chemicals are water based.

Externally, storage boxes, outdoor toys, a playhouse, milk storage container and two 360ltr plastic refuse bins are potential fuel sources, particularly resulting from malicious ignition.

Oxygen

Oxygen is limited to that available in the air. None is stored and chemical sources are believed absent.

People at Risk

Children

Those at highest risk of harm from a fire are those who are most vulnerable. These are the children of the setting. The setting is registered to accommodate 44 children under the age of 5 years. Children are supervised closely while in attendance.

Visitors

Visitors are less familiar with the setting (and our fire evacuation procedures) than children or members of staff. Visitor numbers are normally very low and visitors are usually confined to the entrance at handover. Visitors (such as speech therapists, visiting professionals, etc.) do not have unaccompanied access to the premises; they will be supported by staff in the event of an evacuation. Exceptionally, at maximum capacity, 45 adult visitors may be present during events or concerts. During such occasions, visitors will be briefed in respect of the fire evacuation process.

Staff members

Staff members are at the lowest risk of harm since they are most familiar with the premises and the fire evacuation procedure. Staff members are selected for their ability to respond proactively during an emergency and are trained in the action to take. Staff members are the only individuals with access to areas of the building that pose at highest of risk of harm: the kitchen, cellar and first floor of the hall.

Evaluation & Mitigation of Risk (including detection & evacuation)

Evaluation of Risk

The building was refurbished for its current use in 1997 and inspected by a fire officer prior to being commissioned. No significant alteration to the building has been made since. It is predominantly open plan with glazed panels separating many rooms. In conjunction with the automatic fire detection system, this layout is believed to aid early awareness of a fire and reduce the risk of undetected fire or smoke obstructing exits.

The premises are maintained in good condition. Portable electrical appliances are inspected regularly. Boilers are serviced annually. The building is on a main road (A53) and has off street parking. Access for fire and other emergency services is deemed very good.

The building has three ground floor emergency exits. The principle fire egress is via an outward opening double action door (captive thumb turn lock & handle). Two alternative exits open inwards.

All areas occupied by children are on the ground floor. No part of the building is greater than 40m from the furthest exit. There is no care offered overnight. Children are supervised permanently by competent adults at a minimum ratio of 1:13. Visitors are never unaccompanied.

An open plan first floor staff/office area is accessed by wooden stairs. Electrical items including computers, uninterruptible power supplies, modem router, CCTV and intruder/fire alarm power supplies provide possible sources of ignition. Stored paper and fabric resources, carpets and furniture provide sources of fuel. Fire fighting equipment is available near the stairs. An opening window (approximately 1300 x 600mm) at the upper office provides a secondary means of escape to a flat roofed lead gully. The first floor area is entirely open to the rooms below with uninterrupted views. It is use only by a limited number of staff members; these are able bodied, competent and aware of the fire evacuation procedure. The risk of fire causing injury is deemed acceptably low.

A small cellar is used for storage. This room has automatic fire detection. The floor and stairs are concrete. The walls are brick. The ceiling has fire resistant cladding and a fire door separates it from the stairway. Lighting, a freezer and a dehumidifier pose risks of ignition. Stored resources provide fuel sources. The risk of fire causing injury is deemed low.

The risk of fire causing damage to property outside the opening hours of the business is considered to be higher than during the working day. The risk of arson is reduced by security lighting, CCTV and unmonitored fire detection that would alert residential neighbours. There is no letter plate. Close down checks at the end of the working day involve switching off unused lights, water heaters and unused appliances. Internal doors are closed to limit spread of fire and reduce flow of oxygen in the event of one starting. While business disruption due to fire starting outside operating hours could be significant, the risk of fire causing injury to stakeholders or members of the public is deemed low.

Daily Fire Officers

Fire Officer

Designated by: the head teacher. In the absence of the head teacher, the deputy leader will be the Fire Officer. In the absence of the head teacher & deputy leader, the assistant deputy leader will be the Fire Officer. In the absence of all the above, the Fire Officer is the Level 3 qualified member of staff on duty whose surname is closest to the start of the alphabet. Where 2 members have the same surname, forenames are used. (In the event of Level 3 staff having identical names the policy will be reviewed).

Daily non-emergency responsibilities: Ensure emergency evacuation routes are serviceable and clear of obstruction. Ensure no unreasonable risks of fire are apparent. Check the key for the padlocked gate is in place. Ensure fire fighting appliances are in location, accessible and undisturbed. Ensure access to the playing field can be achieved safely - check that the padlock is serviceable and the route is safe.

Emergency Responsibilities: Designate a competent individual to act as Secondary Fire Officer. Gain control of children on the premises. Initiate, supervise and manage the evacuation of building. Open the gate leading to the playing field (if this fire exit route is chosen). Conduct the roll call for children, staff and visitors. Liaise with the Fire Service on their arrival, alerting the senior Fire Fighter if any personnel are unaccounted for.

Note: The Fire Officer is responsible for ensuring the above tasks are approached. They may delegate specific responsibilities to additional competent individuals.

Secondary Fire Officer.

Designated by: The position will be designated by the Fire Officer in the event of an emergency evacuation being necessary.

Daily Responsibilities: N/A

Emergency Responsibilities: On discovering a fire, raise the alarm if not already sounding. Acquire the children's and staff registers of attendance and give them to the Fire Officer. Call the fire brigade (unless it is known that a Fire Drill is in progress or the alarm is false). Check the premises for occupants: starting at the main road end of the building inspect all rooms and assist any occupants with evacuation. Close doors behind you. Before opening a closed door it should be checked for heat. A hot door indicates a fire in the area behind: it should not be opened. If the source of the fire can be located tackle the fire with a relevant appliance only if it is safe to do so. Return to report to the Fire Officer and assist with the evacuation of the premises.

Note: The Secondary Fire Officer is responsible for ensuring the above tasks are approached. They may delegate specific responsibilities to additional competent individuals. The Secondary Fire Officer must note which tasks have been delegated to which individuals.

All Additional Staff Members

On discovering a fire, raise the alarm if it is not already sounding. Assist The Fire Officer or Secondary Fire Officer with any responsibilities they delegate. Assist the Fire Officer with the safe evacuation of the premises.

Raising the Alarm (and Fire Detection System)

Trinity Court is protected by a smoke detection and fire alarm system. A “break glass” call point located in the kitchen may be used to trigger the fire alarm centrally. A plastic “key” is on the rack in the cleaning cupboard to activate the alarm without breaking the glass during a test or drill. Linked smoke detectors in the following areas automatically trigger the fire alarm centrally:

- Office
- Main Hall (x2)
- Children’s Entrance
- Rainbow Room
- Class Room (Front and Back)
- Cellar

Sounders activated by these detectors are as follows: External bell box (intermittent tone), Internal Sounder Main Hall (intermittent tone), Internal Sounder Children’s Entrance (intermittent tone), Internal High Pitched Sounder Vestibule (intermittent tone), Internal High Pitched Sounder Classroom (intermittent tone).

The security/fire system has an emergency power supply (battery back-up) and will continue to function in the event of a mains power failure.

Evacuation Routes

It is important that all members of staff are familiar with the procedures for evacuation in the event of an emergency. Attention here is devoted to action in the event of fire. The evacuation procedure here also applies in respect of all emergency evacuations (e.g. escape of gas).

There are 3 exits from the building. They are listed in order of preference. If the preferred route is considered unsafe the next alternative should be used.

- Door from Rainbow Room. The muster points in order of preference are:
 - Access playing field. Proceed to the corner of the field where the field, car park and sensory garden meet.
 - Leave play area. Ascend to upper (sensory) garden / play area. Assemble where sensory garden, field and car park meet.
- The Children’s Entrance Hall. The muster point from this exit is the upper (sensory) garden / play area. Assemble where sensory garden, field and car park meet.
- The Front Doors at the main road. The muster point from this exit is the car park, where it meets the field and upper (sensory) garden and play area.

Emergency Evacuation Procedure

In the event of fire a fire being discovered members of staff should proceed as follows:

- Fire Officer to assume emergency responsibilities and appoint an Secondary Fire Officer.
- Fire Officer to determine the safest evacuation route and ensure necessary doors/gates are opened.
- All staff (except Secondary Fire Officer) to assist the immediate safe evacuation of the premises.
- All staff to ensure that children are supervised at Muster Points.
- All staff to assist the Fire Officer with the roll call. Fire Officer to appoint staff to return to the exits and assist with evacuation if any personnel are not accounted for. No personnel should re-enter the building unless it is known that the evacuation is a drill or false alarm.
- Secondary Fire Officer to join the group and report to the Fire Officer as soon as possible.
- Secondary Fire Officer to inform the Fire Officer if additional staff have been delegated tasks within the premises.
- Fire Officer to report to the Senior Fire Fighter on the arrival of the brigade.

The fire alarm may be silenced by inputting your personal alarm code at the keypad. Only silence the alarm if you are certain that there is no danger from fire to any occupants of the building. If you have any doubts at all, call the fire brigade and ask that they inspect the premises.

Location of the Attendance Registers

Registers are located in the vestibule when not in use. The advantages of this location are:

- Close proximity to the fixed & emergency mobile telephone.
- Vestibule is unlikely to be the source of a fire (limited electrical appliances, limited combustible material, concrete floor)
- Proximity to the remote control panel for the alarm system
- Easy access from all areas of the building
- Proximity to the exit used to receive and dismiss children.

Disadvantages are:

- Vestibule is close to the main entrance and a routine thoroughfare. There is a risk that registers may be interfered with by visitors or children.

A high degree of attention is devoted to security and visitors are supervised closely. Children are supervised closely. The advantages have been considered to outweigh the disadvantages.

Fire Fighting Appliances

It is very important that the correct appliance is used to tackle a fire. Instructions for use are given with signage at extinguisher stations. Members of staff should make themselves familiar with the location, type and operating instructions for the following extinguishers:

- **Where?** Main (Children's) Entrance Hall.

What? Pressurised water canister.

When to use? Effective on fires that are of Type A. This means fires that are wood, fabric, paper or plastic based.

How to use? Check that you have picked up the right type of extinguisher for the fire. Remove the safety pin. Position yourself between the fire and a safe, clear exit. Aim the nozzle at the base of the fire and squeeze the levers together. A jet of water is emitted from the canister. Shoot in bursts at the base of the fire taking care to keep clear of smoke and steam that emerges. The water will remove the heat from the fire as it evaporates (turns to steam). Provided that the fire is not large or well established it will be extinguished very effectively. If the fire has not been extinguished by the time the canister is empty leave the area and close doors behind you.

Where not to use? Water extinguishers must not be used on electrical fires since there is a risk that the water will conduct electricity back to you. Water extinguishers must not be used on liquid or oil based fires. Water may cause liquid based fires to spread – e.g. oil based chemicals will float on any puddles. It may cause oil based fires to explode: the water turns to steam very rapidly and can catapult a shower of burning oil droplets from the source of the fire.

- **Where?** Kitchen.

What? CO² Extinguisher.

When to use? Effective on fires type B or Electrical. This means fires that are liquid/oil/wax based and on fires that have been ignited by an electrical fault such as an appliance.

How to use? Check that you have picked up the right type of extinguisher for the fire. Position yourself between the fire and a safe, clear exit. Aim the nozzle at the source of the fire and squeeze the levers together. CO² is not effective at cooling the fire and, after the CO² has “seeped away”, the fire may re-ignite. If the fire has not been extinguished by the time the canister is empty leave the area and close doors behind you.

Where not to use? These units should not be used on metal based fires (unlikely to apply in our environment). The jet should not be aimed directly into containers of burning liquid. Although there is no risk of explosion, the force of the jet can displace the burning liquid from the container – aim at the rim. Care also must be taken to ensure the source does not re-ignite after the CO² has gone.

- **Where?** Main hall by the door to the children’s toilets.

What? Pressurised water canister
CO² Extinguisher

When to use? Follow the instructions above for water and CO² extinguishers (above).

How to use? Follow the instructions above for water and CO² extinguishers (above).

Where not to use? Follow the information above for water and CO² extinguishers (above).

- **Where?** Upper office (top of steps above pulpit).

What? Pressurised water canister
CO² Extinguisher

When to use? Follow the instructions above for water and CO² extinguishers (above).

How to use? Follow the instructions above for water and CO² extinguishers (above).

Where not to use? Follow the information above for water and CO² extinguishers (above).

Note about electrical fires: electricity is not, in itself, a source of fire. It is, however, a source of ignition – causing plastic, etc. to catch fire. If the fire has been ignited by electricity the RCD will probably have cut the supply (as the ensuing jumble of wire and melted plastic causes a short-circuit). You will know that the electricity supply has been cut because the emergency lights will trigger (and mains power will fail).

If the emergency lights have not come on, the supply should be cut if it is safe and practical to do so. The main switch is in the meter box outside the children's entrance. The consumer unit for the front of the premises is in the cleaning cupboard. The consumer units for the rear of the premises are in the children's entrance hall.

Emergency Lighting System

An emergency lighting system triggers automatically in the event of a power failure. The lights have batteries to provide a supply of escape lighting. The system is inspected regularly.

Telephone

Trinity Court operates a cordless digital telephone system to facilitate communication within the building. The system is dependent upon mains electricity to operate and should not be relied upon during an emergency. A fixed phone is located centrally (in the vestibule adjoining the children's entrance). This is internet based. It has a power back-up but relies on electricity and may not work in an emergency.

A mobile phone should be assumed the most reliable method to contact the emergency services. A mobile phone is kept with the attendance registers. The emergency services should be contacted by dialling 999 or 112.

Fire Drills

Children are trained to stop activities on request and to listen and respond to instructions given by staff. This is considered the single most important factor in executing a safe and speedy evacuation.

Full emergency evacuation drills are practised regularly. The day and time of the drill is varied to ensure that all children can be made familiar with the procedure for evacuation.

The date, time and route used for the evacuation is recorded in the Fire Drill Record book. Comments on the success of the practice are recorded in order that additional hazards/risks may be identified. The Record is located in Trinity Court's office.

Detailed Risk Assessment of the Exits & Muster Points

The muster points (from all exits) are away from windows and the risk of flying glass is judged to be very low. The risk of evacuees hampering the work of Fire & Rescue officers attending the scene is also judged low. Communication amongst groups of evacuees may be easily achieved by their proximity.

There are three exits from the building.

- Rainbow Room, Outside door. Double action latch. Thumb-wheel to unlock, door opens in direction of travel by depressing the handle.

The safety of this route may be judged easily by the clear view into the Rainbow Room. Numerous glass panels (windows and glazed doors) allow an accurate assessment to be made of the risk of smoke or fire.

The risk of intruders accessing the premises via the gate from the field is judged to be moderate. The gate may be locked by padlock while the field is not in use. The key for the lock is hooked at the top left corner of the door frame and is easily accessed.

There are a limited number of exterior windows at the side of the building. Exterior windows are located at the Children's Entrance.

The risk of windows at the Children's Entrance blowing out may be judged to be high if fire is located at the Children's Entrance. There is an excellent view of this room via interior windows and glass panelled doors (from the vestibule & Rainbow Room).

There are two possible evacuation routes & muster points from this door. The outside yard accessed via this route has two gates. Only one of these gates may be padlocked - one gate MUST be unlocked at all times to ensure evacuation is possible to a safe distance from the building. Only one padlock is in use to ensure compliance.

Access the playing field and muster where the field, top garden and car park meet. If the gate to the field cannot be opened, evacuation may be made to the top garden / play area. The muster point for the top garden where it meets the car park and field. Two gates must be negotiated via this route. While one gate may be locked by padlock (key at top left of final exit door) the risk of injury through delay is deemed to be low.

- Children's Entrance Hall (side of building). Windows and glass panels in interior doors allow an easy assessment to be made about the safety of this route. Smoke will be evident if there is danger of fire. The exterior door opens inwards and is not dead-locked while the premises is occupied.

Muster point. Exit and open the external gate opposite (single action bolt). Ascend slope to top play area / garden. Congregate at the top garden where it meets the car park and field.

- Front exit (Leek Road end). A single action bolt opens the inner doors. These may be pinned back on stays to aid passage. The outer door (left hand side on exit) is unlocked during the working hours of the premises, a single action latch allows the door to be opened inwards.

Muster Point. Ascend the path to the car park. Congregate at corner of car park where it meets the field and the top garden.

Preferred Route

Fire practices have indicated that all children attending can be quickly converged upon and evacuated via a single exit.

It is considered preferable (where safe and practicable) to exit via a single route, convening at a single muster point. Staff resources may thus be concentrated on one exit and communication maximised.

The exit via the Rainbow Room is quickest to open. The field is the furthest from the access likely to be used by the emergency services. The evacuation route and muster point is removed from other traffic hazards. The exit via the Rainbow Room has been selected as the preferred route for evacuation.

HS08 PROCEDURES FOR CLEANING & STORAGE & HANDLING OF CHEMICALS

A clean environment is important for the health and wellbeing of children, staff, parents and visitors. This reduces the risks posed by hazards of infection and infestation. A clean, well maintained premises is also inviting for all who associated with it.

Detailed information exists in respect of “Food Handling and Kitchen Safety”: this should be read in conjunction with this section where relevant.

Personal Hygiene

Children of all ages are encouraged to begin taking responsibility for their own personal hygiene. Washing of hands after using the toilet is encouraged (and supervised), as is hand-washing before food or drink is consumed. Children are encouraged to flush toilets after they have been used. For use in the event of a “mishap”, parents are asked to make a change of clothes available for children in our care.

It is expected that all members of staff will lead by example.

Cleaning

General cleaning is conducted at the end of the working day to avoid exposing children to unnecessary hazards. Where cleaning is conducted for specific instances during the day (spills, “accidents”, before/after food) care should be taken to minimise the risks posed by hazardous chemicals or practices.

A cleaning schedule helps by listing the daily and weekly cleaning regime.

Floor surfaces

- Vacuuming. The vacuum cleaner should be used to clean hard and carpeted surfaces of the main classroom, Rainbow Room and children’s entrance, hall floor and TV room on a daily basis. The upper staff areas of the building should be vacuumed periodically.
- General purpose cleaning fluid should be used (diluted as directed) to mop the hard surfaces of the main classroom. This should be done daily.
- General purpose cleaning fluid should be used to mop the hard surfaces of the Rainbow Room. This should be done daily.
- Floors in children’s toilet areas should be mopped on a daily basis at least. This should be conducted at the end of the day. Dry mopping (or disinfection) should be used as necessary during the course of the day.
- Floors in the staff toilet areas should be mopped weekly at least.
- Disinfectant cleaning fluid should be used on any floor areas where children have vomited or excreted bodily fluid.
- Inform others if you have recently washed a floor surface and install “Wet Surface” notices as appropriate. Be attentive to potential slip hazards on all hard surfaced floors.

Other Surfaces

- For general cleaning of surfaces there are cleaning sprays, cream cleansers and scouring powders (for stubborn stains).
- Please ensure traces of scouring substances are removed from surfaces after use.

- Surfaces where messy activities have been undertaken should be cleaned with an appropriate cloth immediately after the activity has finished.

Toilets bowls

- Lavatory bowls in children's toilets should be cleaned at the end of each day. Bleach is a harmful substance if ingested or allowed to contact the eyes or skin. To minimise the risks associated with bleach it should not be used to clean toilets. Toilet cleaner is a less hazardous substance and is used instead.
- Clean the staff toilet bowls weekly (as above).
- Germicidal washroom cleaner should be used on a daily basis to clean: around toilet basins, toilet seats, flush handles and toilet door handles. Please wipe seats dry with paper towel to remove water-marks.
- Germicidal Washroom Cleaner should be used for cubicle walls/partitions.

Washbasins

- Germicidal Washroom Cleaner should be used to clean children's hand washbasins on a daily basis at least.
- Use germicidal washroom cleaner to clean staff toilet hand washbasins weekly at least.

Cleaning Materials

The stock control list (in the kitchen) should be used to indicate depletion of any cleaning chemicals, PPE or resources. Items should be added in good time to allow for ordering and delivery of replacements.

- Buckets and mops are colour coded for use:
 - Red – toilet floors
 - Blue – general

Mop heads should be rinsed thoroughly after each use and as much water as possible should be wrung from them before storage.

Mop heads should be changed weekly at least.

- Toilet cleaning brushes are provided for cleaning lavatory bowls.
- Cloths are colour coded to indicate the areas in which they may be used.
 - White – kitchen and areas where food is served
 - Blue – toilet areas (blue for loo!)
 - Pink – washrooms and washbasins (pink for sink!)
 - Yellow – general surfaces.
 - Other – floors and clearing up after messy activities (painting, gluing, etc.).

To prevent bacterial growth, all cloths (including paint rags) should be rinsed in clean water, wrung out and left to dry after use.

Kitchen, toilet and general surface cloths should be changed at the beginning of each day. Soiled cloths should be removed to the cleaning cupboard. Floor/messy cloths should be changed at the beginning of each week unless they have been used to remove bodily fluids. In this instance they should be rinsed, bagged and removed to the cleaning

cupboard immediately. To avoid cross contamination, used cloths that have cleaned toilet areas are stored for laundry in a separate bag from general laundry.

- Disposable polythene aprons are stored in the cleaning cupboard. Staff should help ensure a supply is available in the Rainbow Room.
- Disposable polythene gloves are available in the cleaning cupboard. Staff should help ensure that a limited supply is available in the cupboard of the infant toilet area and in the Rainbow Room.
- Paper towels are stored in the cleaning cupboard. Staff should help ensure a supply is available in the cupboards of the staff and infant toilet areas.
- Toilet paper for the children's toilets is stored in the cleaning cupboard/cupboard in the infant toilet area. Lavatory paper for the staff toilet is stored in the cleaning cupboard/cupboard in the staff toilet area.

Location and Storage of Chemicals

It is essential that chemicals are stored upright, in their original containers and with lids securely in place. *

Chemicals must, at all times, be stored out of the reach of children. They must never be left unattended and should be sealed and returned to their storage area immediately after use. The cleaning cupboard must remain locked when it is not actively in use. Storage areas are as follows:

- Infant toilet area. One bottle of disinfectant, toilet cleaner and germicidal washroom cleaner may be stored in the cupboard in the infant toilet area. Hard surface floor cleaner on window cill (near sluice).
- Staff Toilet Area. One bottle of lavatory cleaner and one germicidal washroom cleaner may be stored in the cupboard of the staff toilet area.
- Rainbow Room. One ready to use sanitizer spray for cleaning nappy change unit. This chemical to be kept out of reach of children.
- Kitchen. One container of kitchen sanitizer, one container of washing-up liquid and one container of dishwasher tablets may be stored in the cupboard beneath the kitchen sink.
- Boiler Room. One container of abrasive cleaner and one container of washing-up liquid may be stored on the shelves in the boiler area.
- Cleaning cupboard. Any additional chemicals and any additional supplies of cleaning chemicals mentioned above must be kept locked in the cleaning cupboard at all times.

Handling of Chemicals (including Emergencies)

Care should be taken while handling any of the chemicals used at Trinity Court.

Chemicals stored on the premises that are classified as hazardous to health by COSHH (Classification of Substances Hazardous to Health) are listed below. Data sheets are located in the Health and Safety file in relation to these chemicals. These give detailed information about the composition of the chemicals, the way that they should be stored and the action to take in the event of an emergency.

Product: Dishwasher powder

Classification: Irritant

Hazards: This chemical is caustic and has the potential to cause irritation to the skin or eyes. It should not be mixed with other chemicals, particularly acid, since poisonous chlorine gas can be produced. The product can cause damage to the digestive tract if taken orally. When used, handled and stored in accordance with the information below, the risks of adverse effects to adults or children are deemed to be acceptably low.

Authorised users: All staff (not students) may use dishwasher tablets.

Storage: For daily use the product is stored in an original container beneath the sink in the kitchen. This is a staff only area. Additional supplies of the product (if held) are stored in the locked cleaning cupboard. Large quantities are not held.

Precautions of use: Read the usage instruction label and COSHH datasheet before first use. Contact with eyes and skin should be avoided. Synthetic rubber or polythene gloves should be worn and care taken not to allow contact with eyes. Wash hands before touching your face. Avoid all contact with food, cooking utensils or food preparation surfaces.

Precautions after use: Remove small spillages immediately using rubber gloves and a cloth. Rinse the cloth well. Replace container in original secure location. Wash hands thoroughly.

Emergency action: Where medical attention is required make the safety data sheet available to medical personnel.

Contact with eyes: Irrigate the eye immediately with eyewash solution and seek medical advice.

Skin: Irrigate the affected area with water for fifteen minutes. Where clothing has been contaminated, remove the clothing and irrigate the underlying skin with water as above. Contaminated clothing must be laundered before re-use.

Ingestion: If taken orally, internal damage can result. Remove dentures, if worn, and drink copious amounts of water. Medical advice should be sought immediately.

Inhalation of chlorine gas: Remove the affected person to fresh air, rest and keep warm. Seek medical advice immediately.

Product: Bleach

Bleach may be used for cleaning mops. The hazardous components of the bleach we use are in quantities that do not require classification by COSHH. In Trinity Court's environment the substance is deemed to present a hazard. Treatment below is given to detailing how risks are kept to acceptably low levels.

Classification: Not classified

Hazards: Bleach will irritate skin if not washed off quickly and will be moderately irritant to the eye. If ingested, the liquid will cause irritation of the mouth, upper digestive tract and stomach which may result in nausea, vomiting and diarrhoea. Any chlorine liberated by the addition of acid will cause severe respiratory and eye irritation. When used, handled and stored in accordance with the information below, the risks of adverse effects to adults or children are deemed to be acceptably low.

Authorised users: All staff (not students)

Storage: Upright with the lid securely fastened and on the cool, dark top shelf of the locked cleaning cupboard.

Precautions of use: Read the usage instruction label and COSHH datasheet before first use. Do not use the product if you do not feel able to handle it safely. Use polythene or synthetic rubber gloves, polythene apron and avoid splashing in to eyes. Do not mix bleach with other chemicals. Do not use when children are on the premises. Do not leave concentrated or dilute solutions unattended. Avoid contact with eyes and skin. Do not swallow.

Precautions after use: Replace lid and return container to original secure location immediately after use. Wash hands thoroughly.

Emergency action: Where medical attention is required make the safety data sheet available to medical personnel.

Eyes: Remove from exposure. Wash eyes with plenty of water for at least ten minutes, holding the eye open. Obtain medical attention urgently.

Skin: Remove contaminated clothing. Wash the skin thoroughly with soap and water.

Ingestion: Wash out mouth with water and give sips of cold water or milk to soothe the affected area. Do not induce vomiting. Obtain medical attention.

Inhalation: Following exposure to free chlorine: Remove from exposure. Keep warm and at rest. If breathing stops or shows signs of failing, apply artificial respiration. NOT mouth to mouth ventilation. Obtain medical attention urgently.

Additional Chemicals

Additional cleaning chemicals stored on the premises are listed below. Before handling any of the chemicals you must make yourself familiar with the usage instructions on the containers. Gloves should be worn while handling any of the chemicals listed below. Care should be taken to avoid splashing any of the chemicals on to eyes or skin. No chemicals should be used where there is a risk that they might come in to contact with children. Data sheets are held for chemicals marked #. These may be found in the Health and Safety file.

- Hard surface cleaner
- Kitchen Sanitizer
- Germicidal Washroom Cleaner
- Toilet Cleaner
- Washing-up liquid
- Dishwasher Rinse Aid
- Antiseptic disinfectant
- Disinfectant

HS09: ACTION IN THE EVENT OF AN ACCIDENT OR EMERGENCY

Principle First Aid Officer

The Principle First Aid Officer is: **Mrs Diane Sellers**

Location and Maintenance of the First Aid Box (and other equipment)

The first aid box is housed above the medication cabinet the main classroom area. The cabinet is marked clearly to indicate where the first aid kit is stored. A supply of disposable polythene gloves and aprons is also available in the cupboard in the infant toilet area. The Principle First Aid Officer is responsible for checking and maintaining the contents of the box and the supplies of gloves and aprons.

Administering Medication

Medication of any description (including "pain killers") may not, under any circumstances, be administered without written consent. Any such drugs must not be stored with the first aid kit.

Minor accidents involving children

Minor accidents include bumps, bruises, cuts, grazes, minor burns, etc. where no lasting negative physical effect of the injury is predicted.

These should be drawn to the attention of the senior member of staff present who will involve first aid trained personnel and treat any injury as appropriate. Only members of staff trained in first aid should be involved with treatment. The member of staff giving first aid must wear disposable gloves during the course of any treatment. The gloves should be wrapped and disposed of in the external bin immediately after treatment has been administered.

The senior member of staff will enter the incident in the "accident book" and arrange for the parent/carer to be informed and to sign the entry as they arrive to collect their child.

Drugs of any description (including analgesic "pain killers") should not be administered without written consent of the parent. Drugs must not be stored with the first aid kit.

It is important that all accidents are recorded, even if there is no obvious sign of physical injury. A knock on the head, for example, may have repercussions several hours after the incident. The parent must be informed so that they are able to provide medical staff with relevant information if the child falls ill later.

Major Accidents

Major accidents include all accidents not described as minor accidents above. These include: loss of consciousness, breakage (or suspected breakage) of bones, loss of digits or limbs, deep wounds, damage to/loss of an eye, choking, difficulty breathing, etc.

The senior member of staff will:

- Involve first aid personnel and arrange first aid measures (as for minor injuries above).
- Arrange for the emergency services to be contacted and brought to the scene.
- Arrange for the parent/carer of the child(ren) to be contacted.
- Enter the incident in the accident book and arrange for the parent/carer to sign the entry.

- Report the incident to a member of management as soon as possible (if one is not attending). It is the responsibility of Trinity Court's management to contact RIDDOR and Ofsted in the event of a major incident.

Contacts Numbers for Children

Contact details are available from several locations within the premises. The details include the child's name, address, date of birth and GP. They also include contact numbers for parents and names/numbers for additional emergency contact individuals.

- Contact details for all children are printed and stored with the weekly attendance register.
- Contact numbers are stored on the computer in the office and are also accessible via the computer in the school.
- Original paper copies (initial registration forms) are stored in the filing cabinet of the office. These do not reflect alterations made subsequent to the initial registration and may be out of date.

In the event of an accident or illness, every effort should be made to contact the parent (or main carer) directly. If this cannot be achieved within a reasonable time-frame, support should be requested from the named individuals on the child's emergency contact list. We assume that permission is implied for any individual named in the child's Emergency Contact List to take responsibility for the child in an emergency. Parents are asked to inform us if this is not the case. Any such information will be clearly marked.

If hospitalisation is necessary and no appointed individual can be contacted, a member of staff should accompany the child with the emergency services. An ambulance must be called if a child is to be taken to hospital. The emergency services should be made aware of the details about the child held with the contact information. Members of staff may not sign for any treatment which requires consent.

Emergency Accommodation

In the event of a fire (or other unexpected emergency) the premises may be uninhabitable. This may be for a short period or for a longer duration.

In the short term, parents should be contacted and asked to collect their children. If weather is inclement, vehicles belonging to staff members should be considered for use as emergency accommodation while parents arrive. If vehicles are deemed to be unsuitable, the local social services department should be contacted and advice requested. Details of the duty term can be found with the Safeguarding Children Policy.

If the premises is deemed unsuitable for occupation for a prolonged period, alternative emergency accommodation may be considered. Potential temporary accommodation for consideration includes: Stockton Brook Scout HQ, Endon St Luke's Primary School, Endon Village Hall, Bagnall Village Hall. Children may not be transported from Trinity Court without parental consent. Any temporary accommodation must be with the agreement of Ofsted and the business insurer.

Accidents Involving Members of Staff

Accidents involving members of staff should be approached as for accidents involving children (above). In the event of a serious accident or medical emergency, where details have been supplied, next of kin may be contacted directly by members of Trinity Court's management.

All accidents, injuries or dangerous incidents should be reported to the manager in order that a RIDDOR report may be submitted where appropriate.

HS10: OFF SITE VISITS AND EXCURSIONS

For stimulation and enjoyment, children attending Moorland Nursery School may be involved with trips, visits or excursions away from Trinity Court.

The safety of children in our care is paramount. To uphold safety, this policy indicates the protocols which should be followed while organising and conducting off-site visits.

Overall Responsibility for Off-site Visits

The individual with overall responsibility for organising and overseeing off-site visits is the head teacher.

Planning Off-site Visits

Conduct a thorough risk assessment of the planned excursion.

Transport

- Will transportation to and from the venue be safe? Can potential risks posed on the journey be minimised to an acceptable level?
- Should transport be pedestrian or vehicular? Assess the safest method of travelling to and from the venue. Use this where possible.
- If transport is to be by vehicle, is there a safe place for children to be set down? Can the vehicle be parked safely? Can the journey from the vehicle to the site itself be made safely?
- Are there sufficient seats available? Parents should not transport children (other than their own) without explicit, written permission.

Venue

For visits involving nursery school children, a pre-visit should be conducted to assess the suitability of the venue. This visit should be used to consider the potential hazards and the risks that they pose. Further risk assessment should be conducted by staff on the day of the visit. Points for consideration include:

- Is the site near to a road? Can the risk of children being hit by a vehicle be minimised to an acceptable level.
- If the site near to water? Consider whether children's access to water can be limited to an acceptably low level.
- Trips and falls. Consider the surface under foot. Is the risk of trips or falls acceptably low? If the visit will occur during Winter months, is there a risk that ice or snow will make walking more hazardous?
- Does the venue offer members of staff who are able to provide assistance?
- Might strangers pose a risk of abduction or abuse? If a stranger pesters the group persistently can a calm but quick exit be made to a safe location?
- Is there a public telephone at the venue? If not, is the venue within an area of good cellular telephone coverage?
- Is the venue accessible to emergency services? Ensure that you would be able to communicate your location to the emergency services if necessary.

- Consider the risk of a child becoming lost. Is visibility acceptable? Is there heavy undergrowth in which children may disappear?
- Consider the time of day that the visit is planned to occur. Will levels of daylight be acceptable to conduct the visit safely?
- Consider the toileting facilities at the venue. Children should never be allowed to enter public lavatories alone.

Staff Supervision

Consider the suitability of staff (and volunteers) involved with the visit.

- If children will remain at Trinity Court, will staff remaining at Trinity Court be suitably competent? Are an appropriate number of staff available to be in post at the premises?
- Are staff expected to participate in the visit suitably competent? Are an appropriate number and members available? Where possible, consider exceeding adult to child ratios on the visit.
- Are those staff involved with the visit familiar with the protocols for transporting children and conducting off-site visits?
- Will the involvement of parents be helpful? Consider inviting parents to assist if it will be considered beneficial. Ensure that parents are aware of relevant protocols if they are involved. Parents or volunteers must not be left alone with children other than their own.

Children Attending

Consider the children that are expected to participate in the excursion.

- Do the children have the necessary personal & social skills to conduct themselves safely?
- Are members of staff attending suitably experienced to control the children in their care?
- Should individual children be excluded from the excursion where it is considered unsafe for them to attend?

Information for Parents

Inform parents of those children attending that an off-site visit is planned and invite them to permit their children to be involved. Provide brief details of the excursion, approximate times and details of clothing, etc. that should be brought. Issue parents with consent slips and ensure that these are completed, signed and returned for all those expected to attend. Don't deviate from the plan without gaining explicit consent from the parents of all children attending the excursion.

Conducting Off-site Visits

We have run many successful off-site visits by paying close attention to simple details. It is important that members of staff supervising visits consider the following:

Policies

It is the responsibility of the senior member of staff attending to ensure they are familiar with the relevant policies, protocols and procedures. The senior member should also be satisfied that additional staff involved are equally familiar with these details.

Telephone

Ensure at least one charged mobile telephone is taken.

Written Information

- Each member of staff on duty should have a list of those children participating in the visit. Emergency contact details for each child should be available.
- A list of those children participating in the visit should be available to members of staff at Trinity Court.
- The member of staff supervising the visit should have Trinity Court's telephone number readily available.
- Where the visit is supported by staff from the venue, the telephone number for the venue should be available to those on the visit and any staff at Trinity Court.
- The member of staff supervising the visit should be comfortable that the route to and from the venue can be navigated with a minimum of difficulty.

Accessories

Consider taking the following items on the visit:

- Nursery camera (not a personal mobile phone camera).
- Take a group photo at the start of the excursion. This can be helpful providing descriptions if a child becomes separated from the group.
- Equipment in the event that a child is sick. Towel, wipes, etc.
- Change of clothes (in case of a toileting accident).
- Water & cups, especially if the visit will be long and the weather is hot.
- First aid kit.
- Appropriate clothing and footwear for the weather and terrain.

Moving Children Safely on Foot

- When children are moved on foot it is important that members of staff are positioned at the front and rear of the group.
- When moving a group of young children this should usually be done in a double file with children holding hands in pairs.

Keep the visit fun but in control

It is possible for a visit to be fun while being well controlled. Younger children should be supervised closely so that they cannot stray in to danger. Remember that you are their eyes and ears: keep a constant look-out for potential dangers.

Supervising a visit should be enjoyable for members of staff too. However, where members of staff do not find an excursion hard work, they are unlikely to have been fully aware of the responsibility involved.