



Calton Rd, Gloucester.
Tel : 01452 522202

Registered Charity Number 1055666

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All members of staff receive a copy of the policies as part of their induction, and are kept up to date with any changes as part of their continuing professional development.

All parents are asked to read the policies as part of their registration, and sign to say they have read them.

A copy of the policies is available at all times at playgroup should anyone want to read them

Safeguarding and Child Protection

Calton Road Playgroup will work with children, parents, committee and the community to ensure the rights and safety of children and give them the very best possible start in life. Our safeguarding policy is based on guidance from the Gloucestershire Safeguarding Children Board set out in the Safeguarding Children Handbook and web site www.gscb.org.uk. Parents, carers, committee, volunteers, students and staff are made aware of our safeguarding policy and procedures.

Calton Playgroup fully recognises it's responsibility for safeguarding children (child protection) This policy applies to all staff, committee, volunteers and students working in the playgroup. There are five main elements to our policy:

- Ensuring we practice safer recruitment in line with Government guidance by using at least one NCSL accredited recruiter on all interview panels and by checking the suitability of staff and volunteers to work with children and ensuring any unsuitable behaviour is reported and managed using the Allegations Management procedures.
- Raising awareness of child protection issues and equipping children with the skills needed to keep them safe.
- Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse by referring to the Children's Helpdesk.
- Supporting pupils who have been abused in accordance with his/her agreed child protection plan.
- Establishing a safe environment in which children can learn and develop.

We recognise that because of the day to day contact with children, playgroup staff are well placed to observe the outward signs of abuse. The playgroup will therefore:

- Establish and maintain an environment where children feel secure, are encouraged to talk, and are listened to.
- Ensure children know that there are adults in the playgroup whom they can approach if they are worried.
- Include opportunities in the PSHE curriculum for children to develop the skills they need to recognise and stay safe from abuse.

We will follow the procedures set out by the Gloucestershire Safeguarding Children Board and take account of guidance issued by the Department for Children, Schools and Families to:

- Ensure we have a designated senior person and Deputy for safeguarding (child protection) who has received appropriate training and support for this role.
- Ensure we have a nominated Committee member responsible for child protection who has received appropriate training.
- Ensure every member of staff (including temporary, supply staff and volunteers) and Management committee knows the name of the designated senior person responsible for child protection and their role.
- Ensure all staff and volunteers understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated senior person responsible for child protection.
- Ensure that parents have an understanding of the responsibility placed on the playgroup and staff for child protection by setting out its obligations in the playgroup prospectus. Also ensure that parents are aware of the Local Authority DCPO handbook and evidence that all staff and volunteers have read it.
- Notify the relevant social worker if there is an unexplained absence of more than two days of a pupil who has a Child protection Plan (previously known as being on the child protection register.)
- Develop effective links with relevant agencies and co-operate as required with their enquiries regarding child protection matters including attendance at child protection conferences and core groups.
- Keep written records of concerns about children, even where there is no need to refer the matter immediately.
- Ensure all records are kept securely, separate from the main pupil file, and in locked locations.
- Develop and then follow procedures where an allegation is made against a member of staff or volunteer including supply or agency workers, contractors or Committee members.
- Ensure safer recruitment practices are always followed. A member of staff and a Committee member must have received appropriate training.

We acknowledge that abuse of children can take different forms- physical, emotional and sexual as well as neglect. Staff will respond appropriately to; significant changes in children's behaviour; deterioration in their general well-being; unexplained bruising, marks or signs of possible abuse; neglect or, the comments children make which give cause for concern. We recognise that children who are abused or witness violence may find it difficult to develop a sense of self worth. They may feel helplessness, humiliation and some sense of blame. The playgroup may be the only stable, secure and predictable element in the lives of children at risk. When at school their behaviour may be challenging and defiant or they may be withdrawn.

The playgroup will endeavour to support the pupil through:

- The content of the curriculum.
- The playgroup ethos which promotes a positive, supportive and secure environment and gives pupils a sense of being valued.

- The playgroup behaviour policy which is aimed at supporting vulnerable pupils in the playgroup. The playgroup will ensure that the pupil knows that some behaviour is unacceptable but they are valued and not to be blamed for any abuse which has occurred.
- Liaison with other agencies that support the pupil such as social care, Child and Adult Mental Health Service, education welfare service and educational psychology service.
- Ensuring that where a pupil who has a child protection plan leaves, their information is transferred to the new setting immediately and that the child's social worker is informed.

Additional points to include:

- The Government categories of abuse – descriptors.
- Allegations Management.
- Roles and Responsibilities of the DSL and Deputy.
- The referral process including telephone numbers.
- Safer Recruitment – who is your settings accredited persons.
- Safer Working Practice.
- Whistle Blowing.
- Honour Based Violence – signs of.
- Forced Marriage.
- Female Genital Mutilation – signs of.
- Anti-Bullying.
- Domestic Abuse.
- MAPPA.
- MARAC.

Calton Playgroup keep attendance records of all children and all absences are monitored and followed up with a telephone call. Calton Playgroup has a duty to refer concerns to the Local Children's Services and co-operate fully in any subsequent investigation, in some cases this may mean the police or another agency identified by the (LSCB). Staff ensures that any concerns are kept confidential.

Any allegations of serious harm or abuse made against a member of staff or other members involved with looking after the children. Or any other abuse which is alleged to have taken place at Calton Road Playgroup will be reported to Ofsted immediately. The local Children's Services will also be notified of any allegations.

All staff understand that in the event of an allegation being made against them an investigation will take place and they will be temporarily suspended on full pay until the matter has been resolved. The Chairperson will liaise with Ofsted and other local agencies to resolve the matter.

All staff attend child protection training and ensure this is kept up to date. Our designated person who takes responsibility for safeguarding children within the setting, and who will liaise with local children's services agencies is: Jackie Swankie.

The named committee member for child protection is : Emma Richardson.

Whistle Blowing

The aim of this policy is to establish an internal procedure that will encourage and enable staff, students and volunteers to raise any concerns they may have about any aspect of the settings practice which do not meet the criteria for being dealt with as a complaint of grievance, in confidence and without fear of reprisals. This will also ensure the setting continues to work within Best Practice and Safeguard Children and Young Peoples guidelines.

Offer of Early Help

Providing early help to our children and families means we are more effective in promoting support as soon as we can. Early help means providing support as soon as a problem emerges and staff can see help from Early Help partnerships Gloucestershire and our Early Help Advisor Catherine Hardwicke.

Further information can be found on the following website : <http://www.glosfamiliesdirectory.org.uk>

The Prevent Duty & Promoting British Values

From 1st July 2015 all schools, registered early years childcare providers and registered later years childcare providers are subject to a duty under section 26 of the counter-Terrorism and Security Act 2015, in the exercise of their functions, to have “due regard to the need to prevent people from being drawn into terrorism”. This duty is known as the Prevent duty. Here at Calton Playgroup we take Safeguarding very seriously, therefore to ensure that we adhere to and achieve the Prevent duty we will :

1. Provide appropriate training for staff as soon as possible. Part of this training will enable staff to identify children who may be at risk of radicalisation.
2. We will build the children’s resilience to radicalisation by promoting fundamental British value and enabling them to challenge extremist views (for early years providers the statutory framework for EYFS sets standards for learning, development and care for children from 0-5, thereby assisting their personal, social and emotional development and understanding of the world).
3. We will assess the risk, by means of a formal risk assessment, of children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology.
4. We will ensure that our staff understand the risks so that they can respond in an appropriate and proportionate way.
5. We will be aware of the online risk of radicalisation through the use of social media and the internet.

6. As with managing other safeguarding risks, our staff will be alert to changes in children's behaviour which could indicate that they may be in need of help or protection (children at risk of radicalisation may display different signs or seek to hide their views). The Key Person approach means we already know our key children well and so we will notice any changes in behaviour, demeanour or personality quickly.
7. We will not carry out unnecessary intrusion into family life but we will take action when we observe behaviour of concern. The key person approach means that we already have a rapport with our families so we will notice any changes in behaviour, demeanour or personality quickly.
8. We will work in partnership with our LSCB for guidance and support.
9. We will build up an effective engagement with parents/carers and families. (This is important as they are in a key position to spot signs of radicalisation).
10. We will assist and advise families who raise concerns with us. It is important to assist and advise families who raise concerns and be able to point them to the right support mechanisms.
11. We will ensure that our Designated Safeguarding Officer will undertake Prevent awareness training (as a minimum) so that they can offer advice and support to other members of staff.
12. We will ensure that any resources used in the playgroup are age appropriate for the children in our care and that our staff have the knowledge and confidence to use the resources effectively.

Parental Responsibility

Assuming no court order restricting contact has been issued; Playgroup must communicate with all parents with parental responsibility on all matters concerning the child. The Playgroup cannot accede to one parent's request to avoid all contact with the other, without a court order.

If a parent makes a complaint about the other parent's behaviour affecting the child's welfare Playgroup will encourage them to discuss the matter with each other. If the problem continues staff may have to become involved.

E-Safety

All computers and laptops containing personal and pupil information are encrypted, the staff only uses the playgroup email account to receive and respond to emails regarding the setting or children.

All staff, students and committee members ensure that their mobile phones are locked in the staff room with Bluetooth switched off, and only use the playgroup phone for matters regarding the setting. Staff do not give any personal numbers to parents or students.

Playgroup only uses the playgroup camera and printer to take and print photos of the children. Permission to take and use photos of the children is gained from parents/guardians when children start at the setting.

All students are asked to follow our e-safety policy and are given guidance notes which cover the use of mobiles, cameras and social network sites, and are reminded regularly if needed to keep to the policy.

The E-Safety lead Sue Burnham receives regular training, notifications and updates from the GSCB website regarding e-safety, all information is cascaded back to all staff and committee members. Staff and committee members are aware of their responsibility to notify the e-safety lead of and concerns.

Children do not have access or use of the internet while at the setting; parents/guardians are given the website address and information from the South West Grid to help keep their children safe when using the internet.

Partnership with Parents

Partnership with parents is valued as extremely important to staff, we recognise that a setting which has strong links with parents can provide the best possible care for the children. Parents have the opportunity to parent consultation meetings to check their child's progress and discuss any issues relating to their time at playgroup. Parents have the right to see all written records about their child; staff maintain confidentiality when sharing information in accordance with Confidentiality policy. Parents are encouraged to add information to their child's learning journal.

Staff actively maintain a regular two-way flow of information with parents. Where a child is collected by a child-minder the key worker will discuss with the parent, to find the best method to share information.

Each parent receives a topic sheet once a term describing activities that are provided for their child; activities provided for the children are also displayed on the notice board along with the daily routine for the playgroup. A snack board is displayed with information on food and drink the children have had that day. Parents may also visit playgroup's website pages.

A written request is made for personal files on the children. Parents are given free access to developmental records about their child; however data protection rules come into act when records are shared with third parties and staff adhere to the above Confidentiality policy.

Complaints

If a parent/guardian has a complaint he or she should talk to the Playleader, the Chairperson or a Committee Member. If the complaint is not resolved, the parent/guardian should write to the Chairperson of the Playgroup and the matter will then be investigated and action taken where appropriate. All written complaints relating to the requirements will be investigated and the complainant will be notified of the outcome within 28 days.

A written record of all complaints and their outcome are kept for at least 3 years. Records will be provided to Ofsted on request.

Contact details of Ofsted are made available for parents at all times, both parties may refer their complaint to OFSTED Early Years, 1 Temple Square, Temple Quay, Bristol, BS1 6HB Telephone 0845 6011 4772. Any complaints reported are kept and are accessible for all parents to read.

Failure to Collect a Child

Any child not collected at the end of a session will remain on the premises with two members of staff. If a child has not been collected 10 minutes after the end of a session then a member of staff will try to contact the parent/guardian or any other named contact on the child entry records. If the child has a sibling at either of the adjoining schools a member of staff will contact the office to see if they have had any contact from the parent. Should the staff be unable to make contact with an adult/carer within in this time, the incident will be recorded and once the parent/carer has collected the child they will be asked to sign the letter of record. Should the parent/carer be late collecting the child again these events will also be entered onto the record letter.

After three late collections a letter will be sent home with a copy of the late record, stating should the parent/carer be late again then their child's sessions will be given to someone else. Every late collection from a session adds extra costs onto the daily running of playgroup, these costs are not counted for and are unnecessary, it is for this reason that the child's place will be taken from them and given to another child/children who do not incur these extra costs.

If no one collects the child after one hour and there is no one who can be contacted to collect them, Playgroup will contact the Local Social Services Care Team. The child will stay at Playgroup with two members of staff and under no circumstances will the staff go and look for the parent or take the child home with them. If the child remains uncollected after staff and Social Services have tried to locate the parent or relative the child will become "Looked after ". A full written account of the incident will be recorded on the child's file.

Missing Child

Children's safety is maintained as the highest priority at all times both on and off the premises.

Child missing on the premises; if it became apparent a child was missing during a session, an immediate search would be made of the Playgroup building and surrounding area. Failure to locate the child will result in the Police being informed and the Parent contacted.

Child missing on a trip; As soon as an adult realises a child is missing, they will immediately locate the Playleader and inform them where the child was last seen. The Playleader will then regroup the children and arrange for a full search of the area. If the trip is at a venue where staff or security can be alerted a

member of staff will inform them. Failure to locate the child will result in the Police being informed and the Parent contacted.

Parents must provide the following information on their child's admission form. Emergency contact numbers, any special dietary requirements or food allergies their child may have, any special health requirements and who has parental responsibility for the child and information about who has legal contact with the child.

Written permission from the parents will be requested on the admission form to seek medical advice or treatment in the future.

Premises and Security

We maintain the highest possible security of our premises indoor and outdoor to ensure that each child is safely cared for during their time with us.

The front door to the building is locked at all times; the double doors onto the outside area are locked when the children are inside the building and unlocked when they need to go out. The school site is secured with locked gates that are opened at the beginning and end of the school day. Playgroup are responsible for opening the gates at 11.55am for children to be collected and dropped off at the end and beginning of sessions. There is a buzzer system installed should parents/visitors need to enter playgroup at other times. A register is taken of staff, children, parents on rota and visitor's arrival and departure, any late arrivals or collections are recorded in the late book. On arrival at Playgroup it is the parent/guardians responsibility to inform the supervisor or assistant that their child is on the premises. At the beginning of each session a register is taken of the children in attendance

PLEASE NOTE: No supervision can be provided for children who arrive on the Playgroup premises early

Children are only allowed to leave the premises when their parent, guardian or another individuals named by the parent has arrived to collect them.

Each child's safety is of paramount importance and the Playgroup takes all the necessary precautions to provide a safe environment i.e. the use of crash mats, use of certain toys not at the same time as others, maintaining staff/child ratios, regular inspection of premises and equipment, secure storage of toxic substances and care with hot drinks etc.

Calton Playgroup will notify Ofsted of any changes to the building that will affect the space and level of care available to children.

Staff are aware of the whereabouts of other people in the building and other users of the premises. Any visitors are asked to verify their identity, a record of any visitors is taken, including their name, purpose of their visit time of arrive and departure.

The premises used by Playgroup are covered by a Licence Agreement for the main sections and a Lease Agreement for the extended area. Structural maintenance of the building is split between the Council and Playgroup as defined in the above documents. Signed copies are held with the Chair.

The County Council should be notified of the new contact details for the Chair and Secretary in writing after election at the AGM.

Internal maintenance is the responsibility of the Playgroup. All electrical appliances, heating and fire equipment are tested and certified on a yearly basis. Any internal decorations are undertaken by the Playgroup.

In the event of an emergency situation which requires Playgroup to close, staff will contact parents by telephone wherever possible. Staff will remain on site to ensure that parents are fully informed. In the event of an emergency occurring during a session, staff will transfer all children to a place of safety and parents informed

Outings

Children benefit from being taken out of the setting to go on visits or trips to suitable venues that will enhance their learning experiences

Parent's permission is sought in writing for any trips. Volunteer helpers attend to comply with increased ratio of adults/child i.e. 1 -3. Guidance notes are issued to any volunteer helper.

A full risk assessment of the venue is carried out before visiting to ensure it is appropriate to take the children and to assess what child to adult ratio is needed. Members of staff wear high visibility jackets. Staff take emergency contact numbers of children and adults, a first aid kit and mobile phone.

Only reputable coach companies with fitted seat belts and full insurance are used for outings.

Children in Care

Children are referred to as 'Children in Care' if they have either been taken into care by the Local Authority, or have been accommodated by the Local Authority. The Designated Lead for Children in care is the DSL whose details are listed on the roles and responsibilities board. They will liaise with the appropriate agencies, professionals and practitioners involved with the child. When the child starts playgroup a care plan will be prepared which will incorporate the child's emotional, social and learning needs. The plan is reviewed after two weeks, six weeks and three months. Thereafter at six monthly intervals.

Confidentiality

We aim to respect the privacy of children and their parents/carers and ensure that they can share their information in the confidence that it will only be used to enhance the welfare of their children. There are

record keeping systems in place that meet the legal requirements: means of storing and sharing that information take place within the framework of the Data Protection Act and the Human Rights Act.

Playgroup keeps two types of records for all children attending the setting. Developmental records which can be freely accessed by staff and the child's parents/carers and the personal records are stored in a lockable cabinet. The personal records may be shared with the parent/carer.

All information is kept confidential and only shared with parental permission except in circumstances where a child's welfare is at stake. In certain instances a duty of care to a child will prevail over parental rights.

All Committee members, volunteer helpers and students are asked to treat all information that is discussed or any incident witnessed, with the strictest confidence and is required to sign a confidentiality agreement.

Equality of Opportunities

We at playgroup value and respect the different racial origins, religious cultures and festivals, languages and abilities so that each child is valued as an individual. We appreciate if children are to achieve positive outcomes it is essential that their rights are promoted and protected and are entitled to equality, inclusion and diversity. Children from a very young age learn about different races, cultures and gender. Promoting equal opportunities means giving everyone an equal chance to participate in life to the best of their abilities, regardless of race, religion, disability, gender or social background. This will not be achieved by treating everyone the same, but by recognising and responding to the fact that people are different and that different people have different needs and requirements. If these needs and differences are not recognised, then people will not receive equality of opportunity. Staff and volunteers are expected to overcome any stereotypical expectations by providing positive images. We seek out training opportunities for staff and volunteers to enable them to develop anti-discriminatory and inclusive practices to enable all children to flourish.

Our policy is to treat all members of staff, applicants for employment, parents/guardians and children in the same fairness regardless of gender, sexual orientation, race, ethnic origin, marital status, age, special needs, disability or religion. We are committed to an equal opportunities policy and this includes eliminating any discrimination of any sort. All children are included, valued and supported and reasonable adjustments to activities or the building/layout will be made for them.

Our parent partnership is designed to meet the needs of all parents, and events that are special to a particular family are identified and planned effectively for. Playgroup has a zero tolerance of discrimination within the setting, and will act swiftly to address any matters that are raised by children, staff or parents. Action will be taken immediately should this be the case.

We review our practices to ensure that we are fully implementing our policy for promoting equality, valuing diversity and inclusion.

Follow SEND practice **SPECIAL EDUCATIONAL NEEDS AND DISABILITY**

It is our objective to provide an environment in which all children are supported to reach their full potential in accordance with the Department of Environment Special Educational Needs Code of Practice and the Disability Discrimination Act 1995. We will make all reasonable adjustments to ensure our inclusive admissions practice offers equality of access and opportunity to parents, children and staff.

The Deputy Playleader and Play Assistant are the Special Educational Needs/Disability (S.E.N.D) Co-ordinators for the group. They are responsible for the day to day co-ordination of staff and the provision of the educational and individual needs of each child.

We provide a broad and balanced curriculum for all children with S.E.N.D and use the graduated response system for identifying, assessing and responding to their needs. Staff will plan, implement, monitor, evaluate and review an individual 'My Plan' and liaise with other professionals involved with the child including transfer arrangements to other settings and school. Parents are informed and involved at all stages of the graduated response system and all staff will work closely with them to create and maintain a positive partnership. We will also ensure that the child is appropriately involved at all stages, taking into account their level of ability.

We will ensure the effectiveness of our S.E.N.D provision by collecting information from a range of sources e.g. My Plan reviews, staff and management meetings, parental and external agency's views, inspections and complaints.

Medicines

While it is not our policy to care for sick children who should be at home until they are well enough to return to the setting, we will agree to administer medication as part of maintaining their health and well-being or when they are recovering from an illness.

In many cases, it is possible for children's GP'S to prescribe medicine that can be taken at home in the morning and evening. As far as possible, administering medicines will only be done where it would be detrimental to the child's health if not given in the setting.

In such cases, written consent must be obtained from the parent with specific instructions on the admissions form or by separate cover if the condition(s) arise after initial registration, staff will gain all information needed about long term medical conditions from parents. If any medicine has been administered to a child by a member of staff, it is witnessed and then, recorded in the "Medicine Record" book and the parent/guardian is asked to sign the book and given a duplicate copy with full details of the time the medicine was given and the dose.

Training on technical/medical knowledge needed to administer medicines will be given to staff by a qualified health professional relating to the specific individual child concerned.

Any medication will be stored in a locked cupboard, or fridge if appropriate, and access will only be gained by named individuals. Only medication which has been prescribed will be administered.

A list of all children with allergies is displayed on the notice board at all times in the staff room where it can be seen by staff and kept confidential.

In the case of a child who has a long term medical condition and who may require on-going medication a health care plan will be drawn up. This will be prepared with the parent outlining the key person role, what information must be shared and measures to be taken in an emergency. The parent will be required to sign a copy of the plan and each contributor will receive a copy. The health care plan is reviewed every six months or more if necessary.

Illness and Injury

If a child appears unwell or infectious during a session the parents will be contacted. Staff will follow guidelines from the Department of Health as to any exclusion needed in relation to an illness or infection.

All accidents involving children are recorded in an accident book, and kept on file for a period of two years. The parent is asked to sign the accident report when they arrive to collect the child. This ensures that parent/guardians are informed of the accident and the action taken. In emergency circumstances should it be felt that hospital attention is required a member of staff will accompany the child either by taxi or ambulance and the parent would be contacted as soon as possible. The Child Entry Form will be taken to show parental consent has been obtained for treatments required.

All staff hold current paediatric first aid certificates, and a first aid box is kept on the premises.

Any serious accidents or injuries, notifiable diseases, serious illness or death of a child whilst in the care of Calton Playgroup will be reported to Ofsted and the local child protection agencies. Staff and committee will then act on their advice. If a child arrives at playgroup with an injury this will be recorded and signed by the parent as evidence that the injury did not occur during a playgroup session.

Animals kept at playgroup are safe to be around children and don't pose any health risks

Food and Drink

Snack times are regarded as an important part of the session, eating represents a social time for children and adults and helps children to learn about healthy eating. We aim to provide healthy, balanced and nutritious snacks, which meet the individual children's dietary needs. The member of staff preparing snack has food hygiene training.

Information on children's dietary requirements or allergies is sought from the parent when they register their child prior to them starting. This information is displayed confidentially for staff to see so they are fully informed about them. Fresh drinking water is available at all times. The Department of Education Food Allergen information poster is displayed on the noticeboard.

All snacks are provided for by the playgroup, any snack brought in by the children can not be given, unless they are to meet specific dietary requirements. Any food brought in will be retained by staff and then returned to the parent at the end of the session.

Lunchtime

All children staying at playgroup for lunch will be taken from the group by the lunchtime supervisor and at least one member of staff (in accordance with required adult/child ratio) into the lunchtime area. They will be supervised to go to the toilet and wash their hands, select their lunchbox and sit together to eat. Parents are encouraged to send a healthy lunch and drink in a clearly named lunchbox. All lunchboxes will be stored in a designated cool safe area. The staff will encourage the children to be independent whilst eating but, will assist them when necessary and help them to enjoy this time as a pleasant social occasion. When each child has finished their lunch they will be supervised in returning their lunchboxes and rejoining the group in play.

In the event of a child not eating his or her lunch or being sent inappropriate food or drink the parent/carer will be informed at the end of the day.

Smoking

Calton Playgroup have a non smoking policy, we ensure that no one smokes in the building or in the outside play area.

Behaviour Management

Calton Road Playgroup believes that children flourish best when their personal, social and emotional needs are met and where there are clear and developmentally appropriate expectations for their behaviour.

Children need to learn to consider the views and feelings, needs and rights, of others and the impact that their behaviour has on people, places and objects. This is a developmental task that requires support, encouragement, teaching and setting the correct example.

Jackie Swankie has overall responsibility for behaviour management and will keep up to date with legislation and research. All staff will be given relevant in-service training and will receive support and guidance to promote positive behaviour.

Physical intervention will only be used to prevent personal injury to the child or other children or adults, to prevent serious damage to property or in the event of exceptional circumstances. Details of physical intervention will be recorded; parents will be informed the same day and sign to say they have read the entry.

The use of physical punishment or the threat of physical punishment is not permitted within Playgroup.

Children are encouraged to think positively about and to show concern for the needs and feelings of others and staff will be required to provide a positive model of behaviour by treating children, parents and one and other with friendliness, care and courtesy. It is important for children to learn the value of acceptable behaviour within a group in order to prepare them for the transition between Playgroup and school. Outlined below is the general behaviour policy of the Playgroup. Obviously when dealing with children so young who have spent most of their time in a 'Home Environment' consideration and time must be given to allow children to adjust to their new surroundings.

Behaviour which is giving staff cause for concern will be recorded on an individual incident record and discussed with the parent/carer.

Code of Conduct

Show respect and consideration for property
Be aware of the need to share both equipment and adult's time and attention
Sit on a chair while writing, drawing, eating or drinking
Be able to enjoy themselves without causing problems to others
Show respect and consideration for others
Show courtesy and good manners
Take responsibility for tidying up after themselves
Follow rules of general safety
Play co-operatively.

Rewards

Verbal praise in front of group
Verbal praise to individual
Reward stickers/stars
Comment to parent

Sanctions or Actions for Unacceptable Behaviour :

Verbal comment to individual
Removal from the area of conflict / distracting the child from the conflict
Key worker to sit with child and discuss the problem.
Discuss the problem with Behaviour Manager and parent/carer if necessary.

All staff and any adult working within playgroup will also be required to follow the code of conduct. The use of bad language is strictly forbidden.

Parent/ carers will be expected to follow the code of conduct and model good behaviour when on playgroup premises. Threatening behaviour is not acceptable and may result in action being taken, such as reporting the matter to the police or the child being refused their place at playgroup.

Hurtful/Inconsiderate behaviour can be:

Physical	pushing, kicking hitting, biting etc.
Verbal	name calling, sarcasm, rumour spreading and teasing
Emotional	excluding, ridicule, humiliation, tormenting
Racist	taunts, graffiti and gestures

We take this behaviour very seriously, and the following sanctions will apply:

- Intervene to stop the child harming the other child or children
- Explain to the child who is being hurtful, why his/her behaviour is inappropriate
- Give reassurance to the child or children who have been affected
- Make sure that children who are being hurtful receive praise when they display acceptable behaviour
- We do not label children who display hurtful actions, we will discuss the matter with the child's parents and if the problem persists an action plan will be prepared.
- We recognise peer on peer abuse and follow the steps in this policy.

Staff Recruitment

All staff will be required to obtain an enhanced DBS; no adults will be left with the children unsupervised if they have not undergone DBS disclosure. Numbers, date of issues of enhanced DBS disclosure are recorded on the single central record.

All staff must hold the relevant qualification for their role and be at a level 3 or willing to work towards a level 3. They regularly update their skills by the use of both internal and external training courses which are recorded on file.

Any decision on recruiting staff will be made after using evidence from; references, employment history, qualifications, interviews and relevant safety/medical checks. We provide an induction for all staff, volunteers and managers in order to fully brief them about the setting, our policies and procedures, curriculum and daily practice. We work towards offering equality of opportunity by using non-discriminatory procedures for staff recruitment and selection.

Staff/volunteers

The Play leader is in overall charge of the day to day running of the Playgroup and the staff/volunteers on duty. The Deputy will take charge of the session in the play leader's absence. Volunteers and students help in Playgroup from time to time and undertake tasks as directed by a senior member of staff. They are expected to adhere to the policies of Playgroup and are supervised at all times. All volunteers and students are vetted on an individual basis.

In order to maintain adult/child ratios 1:8 for 3-5 year olds and 1:4 for 2-3 year olds, a sufficient number of staff are employed. When on outings the ratio is increased according to the risk assessment requirements to maintain a safe level. If the necessary qualified cover cannot be supplied the Playgroup will close. However, adult numbers can be made up of committee members/parents.

Staff Behaviour Policy

The roll of the playgroup staff is to create a positive ethos by:

- Being a positive role model
- Positively reinforce good behaviour
- Always praise children for what they have done/achieved
- Always support children
- Always respect the child as an individual
- Have regard at all times to our equal opportunity's policy and other playgroup policies
- Always try to understand any personal struggles, frustration or difficulty the child may be having
- Adopt positive behaviour strategies
- Offer children choices
- Persuade reluctant children to conform to positive expectations
- Liaise fully with the named person for behaviour management and parents

Staff Conduct

Working as part of the playgroup team

It is the aim of the playgroup to provide a friendly and respectful working environment for all staff where they are able to feel valued by their colleagues and be assured that any problems which might arise will be dealt with in an appropriate and professional manner. Staff conduct also has a big impact on the learning environment for the children and staff should be aware of this at all times.

In order for the above to be achieved, all staff have a responsibility to conduct themselves in the following professional manner:

- To respect their colleagues as individuals and be aware of their needs
- To work as a team and support each other as much as possible
- To sort out problems promptly so that they are not allowed to fester

- Never to talk derogatorily about a member of staff to anyone behind that person's back
- To keep personal conversations to a minimum and for appropriate times – always putting the needs of the children first
- To value the views of all staff so that they feel that their contributions will be listened to.
- To offer help if they see other staff members struggling and to ask for help if they need it themselves
- To work in such a manner which promotes teamwork and support to the whole playgroup team.

While the playgroup appreciates the fact that staff may at times experience difficulties in their personal lives, it remains imperative that the undertaking of the role of working in a playgroup requires a positive attitude and approach at all times. If it becomes apparent that this is not possible, the manager will discuss the situation with the member of staff and seek a way of helping to resolve the matter.

Staff should promote an open culture where small problems can be sorted out between themselves. However, if the situation is not resolved or the concern is of a more serious nature, the matter should be referred to either the senior member of staff or the manager.

Working with parents and carers.

The playgroup also aims to provide a positive environment for all parents and carers who use the playgroup so that they feel respected, valued, supported and listened to. We recognise that the way staff conduct themselves with parents plays a major part in achieving this. Staff, therefore, have a responsibility to conduct themselves with parents and carers in the following way:

- To be respectful and supportive of parents at all times
- To be sensitive to the needs, stresses and concerns of working/studying parents
- To be respectful and understanding of the differing cultures and beliefs of parents as long as they adhere to playgroup policies and procedures
- To be respectful of information shared with them in their role as keyperson, and understand that more sensitive information will only be shared with the further team on a 'need to know' basis, in adherence with the confidentiality policy.

The playgroup believes that if the above points are adhered to the best environment will be created for both staff, children and their families.

Alcohol/Other Substances

Calton Playgroup under no circumstance will allow adults to take part in the session if they are under the influence of alcohol or any other substance that may affect their ability to care for the children.

Health and Hygiene

The health, safety and well being of all children who attend the playgroup are paramount. It is necessary for staff, children and parents to be aware of the importance of health education both at playgroup and at home. We aim to be a health promoting playgroup and to promote:

- Healthy behaviour and lifestyles
- Enhance physical, mental and social well-being
- Encourage children to care about the environment and co-operate with members of the community.

We ask parents for their help in encouraging their child in the development of the following areas which occur in the day to day activities at Playgroup:-

Co-operating in work and play

Establishing personal hygiene routines e.g. using a handkerchief, washing hands after using the lavatory and before eating

Caring for the environment

Considering which foods are healthier

Establishing safety rules for medicines and household substances

Developing awareness of potential dangers and keeping safe.

Playgroup staff are advised on hygiene and the prevention of infection by attending courses. Before the children are given their milk/water and snacks the tables are cleaned and sterilised.

The Health and Safety Law Poster is displayed within the premises. All staff are provided with a copy of the Health and Safety Policy Statement, a copy of which is kept on the Notice Board.

Staff will change children's nappies/soiled clothes if this is needed during the session at playgroup. This will be carried out by two members of staff in a private area so as not to cause any embarrassment to the child. Parents will need to provide nappies; wipes and nappy sacks as playgroup do not have any of these available. Any dirty nappies need to be taken home with the child, as playgroup does not have the means to dispose of them. If a child needs their nappy changing at the end of the playgroup session, staff may ask the parent to come into the setting to do this. This is to ensure the safety of the children leaving the setting and allow staff to talk to parents and deal with other issues if needed.

For children to be protected from the sun playgroup ask parents to apply suntan lotion to their children **before** they attend the session, as lotion is not kept at playgroup and staff can not be responsible for applying it to children. However if a child is attending playgroup all day staff will apply suntan lotion at midday, provided signed permission has been obtained on the child entry record.. Parents will be required to provide sun lotion, clearly named, to the child's key worker. All parents are requested to provide sunhats.

Risk Assessment

We believe that the health and safety of children is of paramount importance. We make our playgroup a safe and healthy place for children, parents, staff and volunteers by assessing and minimising the hazards and risks to enable the children to thrive in a healthy and safe environment.

Full risk assessments of the indoor and outdoor area are carried out every term, regular checks are carried out each week and visual checks are carried out daily.

Fire Safety

Plans indicating escape routes in case of fire are displayed on the walls of all rooms. Fire extinguishers are kept on site, the positions of which are marked on the plans. Fire exits are clearly marked and never obstructed. Premises and equipment are inspected by the Fire Officer annually and serviced and replaced as required. Fire drills are held on a regular basis and a record is kept. All full time staff have instruction in fire safety and are aware of the procedure. Volunteers/students are informed of the procedure during their induction.

Evacuation Policy

In order to keep the children safe we have developed the following procedure to evacuate playgroup in the event of an emergency.

This may be the result of a fire, flooding, gas leak, bomb hoax etc.

The children will regularly practice the evacuation procedure so they will not be alarmed in the event of the situation being real. Practices will be carried out on different days of the week to ensure all children practice and the details recorded in the front of the register (evacuation log).

- Sound alarm (this is a whistle)
- Evacuate the children using the safest and nearest exits available
- Take the attendance record for the day and mobile phone
- Assemble in designated area
- Contact the emergency services
- Comfort and reassure the children
- Arrange a safe place for the children to stay until parents can collect them
- Follow the instructions of the emergency services
- Do not return to the building until the emergency services have declared it safe to do so

Key Person

Children attending Calton Road Playgroup will be assigned a key Person. We believe that children settle best when they have a key person to relate to, who knows them and their parents well, and who can meet their individual needs. Research shows that a key person approach benefits the child, the parents the staff and the setting by providing secure relationships in which children thrive, parents have confidence, staff are committed and the setting is a happy and dedicated place to attend or work in.

Admissions and Use of Waiting List

Calton Playgroup is a Community Playgroup serving the local community. There is a waiting list in operation and a heavy pressure on places. As such a flexible geographical catchment area is used. Individual cases are assessed by the Playgroup Committee liaising with the Playgroup Leader. Attending Calton Playgroup **DOES NOT** guarantee the child a place at Calton Primary School. However, if brothers or sisters already attend Calton Playgroup or Calton Primary School then Playgroup will try to accommodate a younger child. Therefore the main criteria for allocating places are:

1. Siblings attending Playgroup/Calton Primary
2. Time on Waiting List
3. Catchment.

Names will only be considered as entered on the waiting list when a Registration Form is completed and returned to Playgroup.

On allocation of a place at Playgroup parents are sent a copy of the Intake Letter and Guidance Notes which need to be signed and returned together with a deposit to secure the place. New parents and their child are then invited to attend a session at Playgroup to meet staff and familiarise themselves with the surroundings.

Collecting Fees

Invoices are issued within the first 2 weeks of term indicate the date when payment is required. Should parents wish to pay on a weekly basis they must inform either the Financial Administrator or the Playleader.

Parents who choose to pay weekly must not fall more than two weeks in arrears. If payment becomes overdue a written request for the fees is made by the Financial Administrator and a date when payment will be made is required. If this date passes, a 2nd written request is issued to the parent/guardian and any further delay in paying may result in the child losing their place until payment is made.

A notice period of 2 weeks is required if any parent/guardian wishes to amend the number of sessions attended or remove their child from playgroup.

We request that all money is handed to a member of staff in a sealed envelope which states the child's name and amount enclosed. **All missed sessions must be paid for** - in the case of illness where several weeks are missed, money will be refunded at the discretion of the Playgroup Leader and the Financial Administrator. (This is subject to early notification by the child's parent/guardian).

Should a child fail to attend playgroup for more than two weeks, without notice to playgroup, the Finance Administrator will contact the parents in writing requesting confirmation that the place is still required and reminding the parents that all sessions must be paid for and informing them of the balance owing to date. Sample standard letters are held with the Finance Administrator.

Nursery Grant

Those children who are eligible for Nursery Grant funding can claim for a maximum of 15 hours a week. The Local Authority is responsible for providing every four year old and eligible three year old with a funded nursery education place. Children attending Calton Road Playgroup become eligible to claim a Nursery Grant from the **term after their 3rd birthday**. Evidence of the child's date of birth is required to prove eligibility and it is the responsibility of the Financial Administrator to claim all monies on behalf of these children. If you wish your child to attend more than the allotted 15 hours per week, then you will be charged the current value of the grant. Parents/guardians are required to sign a form to confirm the days and number of sessions which their child attend. The completed form is returned to playgroup and subsequently forwarded to the Local Authority by our Finance Administrator. All monies are then claimed direct from the Local Authority by the Financial Administrator.

Finance Procedure

The playgroup employs a Finance Administrator who is responsible for keeping the accounts in order. Main duties include payroll, holiday records, collecting fees, applying for nursery grants, managing the expenses and petty cash. Duplicate bank statements are received each month, 1 copy is passed to the chair and 1 held with the finance administrator. All cheques require 2 authorised signatures.

Staff are authorised to order/purchase consumable products (e.g. stationary items, cleaning products, groceries) required for the day to day running of playgroup up to the value of £70.00. Any purchases over £70 - £100 must be approved by the current officers prior to ordering. Purchases over £100 are to be authorised by the full playgroup committee.

Any overtime hours will be authorised by the chairperson beforehand, whenever possible, and be submitted on the "Extra Hours Worked" sheet and is paid one month in arrears. Staff wages are paid directly into their account by internet banking on the last working day of each month.

Wages, sessions fees and the reserves/contingency fund are to be reviewed annually during the month of January. Increases to be agreed by the FULL playgroup committee and will take effect from the 1st of April.

The Finance Sub-committee will meet once a month. The Finance Administrator is to provide the sub-committee with a detailed breakdown of incoming and outgoing expenditure for the month, including petty cash.

The Finance administrator will report the current balance at each full committee meeting along with total outgoings and income for the period between meetings.

Record Keeping

- Admissions record (i.e. name, address, and date of birth and contact details).
- A register is taken at each session and attendance of children and staff on duty noted.
- Late book on late arrivals and collections and visitors book.
- Fire drills and fire equipment maintenance.
- Sanctions applied for unacceptable behaviour (ie incident, those involved, action taken).
- Accidents
- Programmes and activities planned (ie daily, weekly, monthly and yearly planning documents)
- Medical problems/medicines administered.
- Health/personal records for each child (ie progress records, details of assessments carried out and samples of work)
- Staff and committee members contact details

In the event of Playgroup closing down, all records will be transferred to the care of Calton Primary School where they will remain on file for two years.

Confidentiality is maintained at all times. Parents/guardians may see their child's file on request, admissions record (ie name, address, date of birth and contact details)

We hope the information contained in this document has been helpful to you. If you have any questions or queries, please speak to the Playgroup Leader, Chairperson or Committee member. Additional information can also be found in the Calton Playgroup Prospectus. Please ask to see a copy.